

NETWORK

Law enforcement's source for consumer complaints

CIS COMPLAINT

| | |
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| Record 101 of 135 | |
| Reference Number | 36617875 |
| Created Date | 03/02/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098675022 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 03/02/2012 |
| Updated By | BBBCOCA-USER |
| Updated Date | 04/11/2012 |
| Agency Contact | External Agency |
| Complaint Date | 03/02/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | IRVINE |
| Consumer Address, State Code | CA |
| Consumer Address, State Name | California |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |

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|-------------------------------------|----------------------------------|
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |

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|--|---|
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | My printer which I have barely used - have |

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| Complaint Info Comments | <p>printed less than 300 sheets of paper on it, is having trouble printing and chews up paper. ---</p> <p>Additional Comments: After talking to your support rep, I asked to be connected with a customer sales rep. I was on hold for about 15apos, the support rep came back and said that the customer service rep "refuses to take my call" since there is nothing they could do for me. That is simply unacceptable. I expect that Epson will either replace the printer with a new one, or will give me some kind of a rebate to purchase a new one. This is a brand new printer with less than 200 sheets of paper printed. '</p> |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 102 of 135 | |
| Reference Number | 36618445 |
| Created Date | 03/28/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098680793 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 03/28/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 03/28/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | ATLANTA |
| Consumer Address, State Code | GA |
| Consumer Address, State Name | Georgia |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | The printer I purchased stopped working within the warranty period, Epson is refusing to replace it or repair it. --- Additional Comments: I would like the printer repaired or replaced. ' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute | |

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| Resolved | | |
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| Record 103 of 135 | |
| Reference Number | 36646203 |
| Created Date | 04/16/2012 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 04/16/2012 |
| Updated By | CRSS\rmiller |
| Updated Date | 04/19/2012 |
| Agency Contact | Internet |
| Complaint Date | 04/16/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | N |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Duluth |
| Consumer Address, State Code | MN |
| Consumer Address, State Name | Minnesota |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | http://www.epsonstore.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Internet/E-mail |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | Internet/E-mail |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 9044 |
| Complaint Info Product Service Description | Unsolicited Email |
| Complaint Info Law Violation Code | CS1 |
| Complaint Info Law Violation Description | SPAM: 'Remove Me' is missing, broken, or ignored |
| Complaint Info Statute Code | CS |
| Complaint Info Statute Description | CAN-SPAM Act |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | The unsubscribe form provided is broken. It requires a two or three character suffix on email address, so anyone with a four character top level domain cannot unsubscribe. I have tried contacting Epson as well as abuse@rsys3.com (seems to be a mailing list company of some sort emails come from epson@epson.rsys3.com) and neither have responded. Other-Other Update |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 104 of 135 | |
| Reference Number | 36838445 |
| Created Date | 03/26/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098680164 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 03/26/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 03/26/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | ST MARYS |
| Consumer Address, State Code | GA |
| Consumer Address, State Name | Georgia |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Product came defective. Inaccurate resolution provided by Epson Customer service. --- Additional Comments: All I asked was for a new unit to be sent to arrive next day as initially promised by customer service.' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |

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| Complaint Info CRA Dispute Resolved | |
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|--------------------------------------|-----------------|
| Record 105 of 135 | |
| Reference Number | 36929859 |
| Created Date | 03/29/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098681414 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 03/29/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 03/29/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | DETROIT |
| Consumer Address, State Code | MI |
| Consumer Address, State Name | Michigan |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | I purchased this printer from a retail store, it stopped working I contacted Epson because of the warranty on the product they cannot replace printer. --- Additional Comments: Replace with a new printer not a refurbished printer.' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |

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| Complaint Info CRA Dispute Resolved | |
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|--------------------------------------|--------------------------------------|
| Record 106 of 135 | |
| Reference Number | 36978198 |
| Created Date | 05/03/2012 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 05/03/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 05/03/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | Y |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Navarre |
| Consumer Address, State Code | FL |
| Consumer Address, State Name | Florida |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | Dependent Spouse - Service Member |
| Consumer Military Station | b(6) |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | U.S. Navy |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9813840 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | http://www.epson.com/ |
| Company Rep First Name | Anna Marie |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | Customer Relations |
| Complaint Info Initial Contact Method | I Initiated Contact |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | Phone: other |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | Unknown |
| Complaint Info Amount Paid Value | \$99.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>In March 2012, a family member purchased an Epson Stylus printer for me and my wife as a gift. The printer was falsely advertised on Epsons website as compatible with AppleMac Operating Systems, including OS X 10.7.x (Lion operating system). The packaging of the printer also indicated its compatibility with Apple Operating Systems. After approximately 30 days of use with consistent problems with printing, I called the Epson technical assistance line. I was advised that the printer is not compatible with the Apple Operating System OS X 10.7.x, the Operating System I use, due to instability with the Epson driver. The representative advised me that Epson did not have stable drivers for that operating system. The technical assistance representative openly admitted that Apple had upgraded so fast that Epson had not yet developed stable drivers allowing the printer to work flawlessly with the updated Apple Operating System. I was then transferred to the Epson Customer Relations Department. I advised the customer relations representative that the website was falsely advertising the printers capabilities as compatible with the OS X 10.7.x. After 2 hours on the phone with tech support representativescustomer relations, the customer relations representative indicated</p> |

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| | (1) that it was an Apple problem, (2) they did not care that the company put out inaccurate and blatantly false information on its website claiming the printers compatibility with Apple products, and (3) that there was nothing they could do or WOULD do to rectify the situation. The printer cannot be returned to the Army Air Force Exchange Service (AAEFES) based on the amount of time that has passed since its purchase. We do not have the original box or the receipt as it was a gift. |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 107 of 135 | |
| Reference Number | 37381577 |
| Created Date | 04/19/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098685667 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 04/19/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 04/19/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | HARRISON |
| Consumer Address, State Code | NJ |
| Consumer Address, State Name | New Jersey |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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|--|---|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | The advertising in R2000 printer says quotbuy R2000 with 100 dollars rebatequot, up to 5 claims, but I got flagged. --- Additional Comments: They need apologize for their rude behavior either through phone or online. I promise I wonapost buy anything from their website or phone!!' |
| Complaint Info CRA Dispute Flag | |

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| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 108 of 135 | |
| Reference Number | 37381581 |
| Created Date | 04/19/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098685611 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 04/19/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 04/19/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | WILLS POINT |
| Consumer Address, State Code | TX |
| Consumer Address, State Name | Texas |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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|--|---|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | After hours on hold, replacement after replacement, they still canapost supply me with a working printer/scanner. About to receive 4th printer --- Additional Comments: Return my money. They can have the printer. ENOUGH! |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |

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| Complaint Info CRA Dispute Resolved | |
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|--------------------------------------|-----------------|
| Record 109 of 135 | |
| Reference Number | 37382191 |
| Created Date | 04/09/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098683241 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 04/09/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 04/09/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | FAIRBANKS |
| Consumer Address, State Code | AK |
| Consumer Address, State Name | Alaska |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | I am having issues with a printer and epson will not allow me to return the item. --- Additional Comments: I would just like to return this printer. Thanks. ' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute | |

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| Resolved | | |
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|--------------------------------------|-----------------|
| Record 110 of 135 | |
| Reference Number | 37564160 |
| Created Date | 05/03/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098688535 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 05/03/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 05/03/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | LIMA |
| Consumer Address, State Code | OH |
| Consumer Address, State Name | Ohio |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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|--|--|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Company has failed to honor warranty and replace printer with a new printer. --- Additional Comments: Consumer is requesting to receive a new printer instead of a refurbished one.' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute | |

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| Resolved | | |
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|--------------------------------------|-----------------|
| Record 111 of 135 | |
| Reference Number | 37601709 |
| Created Date | 04/18/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098685488 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 04/18/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 04/18/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | OTTUMWA |
| Consumer Address, State Code | IA |
| Consumer Address, State Name | Iowa |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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|--|---|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | I purchased an Epson Stylus NX330. In the booklet that came with it, it states I can print in black when out of colored ink. I canapost. --- Additional Comments: Replace the ink cartridges, replace the printer and ink cartridges, or send me the amount of the purchase price of the printer (\$49.00 + 7% sales tax).' |
| Complaint Info CRA Dispute Flag | |

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| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 112 of 135 | |
| Reference Number | 37602029 |
| Created Date | 04/26/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098686929 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 04/26/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 04/26/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | RIVERSIDE |
| Consumer Address, State Code | CA |
| Consumer Address, State Name | California |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

| | |
|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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|--|---|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Company shaking me down for money for warranty exchange. --- Additional Comments: Exchange the printer. Send me replacement printer and I will ship them back this worthless paper weight.' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |

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| Complaint Info CRA Dispute Resolved | |
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|--------------------------------------|--------------------------------------|
| Record 113 of 135 | |
| Reference Number | 38420682 |
| Created Date | 06/28/2012 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 06/28/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 06/28/2012 |
| Transaction Date | 05/17/2012 |
| Member of armed forces or dependant? | N |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Talent |
| Consumer Address, State Code | OR |
| Consumer Address, State Name | Oregon |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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|--|-------------------------|
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson Accessories, Inc. |
| Company Address, Line 1 | PO Box 93107 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90809 |
| Company Address, ZIP Code Extension | 3107 |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 2761300 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Internet/E-mail |
| Complaint Info Initial Contact Date | 05/17/2012 |
| Complaint Info Initial Response Method | Phone: 800/888 number |

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| Complaint Info Initial Response Date | 05/17/2012 |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$499.00 |
| Complaint Info Amount Paid Method | Visa Credit Card |
| Complaint Info Amount Paid Value | \$499.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Company will not honor rebate that was advertised of \$100. Company claims rebate must be submitted within 30 days, but does not advertise this on the website in a way that is noticeable or easily accessible. Company has misleading advertised price of \$399 which includes a rebate without showing the terms and conditions of the rebate. |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|--|
| Record 114 of 135 | |
| Reference Number | 38760042 |
| Created Date | 05/03/2012 |
| Complaint Source | Tennessee, Department of Commerce and Insurance, Consumer Affairs Division |
| Originator Reference Number | 12-01870 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | TN34-USER |
| Entered Date | 05/03/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 05/03/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | PARIS |
| Consumer Address, State Code | TN |
| Consumer Address, State Name | Tennessee |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |

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|--|-------------------------|
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9813840 |
| Company Phone, Extension | |
| Company Email | epson@custhelp.com |
| Company Website | www.epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |

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| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | NOTE: In addition to the complaint notes immediately below, the Tennessee Division of Consumer Affairs provided additional information in fields whose header titles are quoted and follow the complaint notes. In these notes, C stands for Consumer and R for Respondent. --- C claims R has been unable to fix his printer --- Date Complaint Closed: 29-Jun-12 --- Closure Code: Successful Mediation - Full Resolution --- Amount Recovered: \$219.49 |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

| | |
|--------------------------------------|-----------------|
| Record 115 of 135 | |
| Reference Number | 38800151 |
| Created Date | 06/14/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098697603 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 06/14/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 06/14/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | SPRING HILL |
| Consumer Address, State Code | FL |
| Consumer Address, State Name | Florida |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

| | |
|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | b(6) |
| Consumer Fax, Number | b(6) |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

| | |
|--|---|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | We are almost positive that we bought an extra 2 years warranty when we bought the printer , but they say they can not find it. --- Additional Comments: Honor warranty.' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute | |

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| Resolved | | |
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|--------------------------------------|-----------------|
| Record 116 of 135 | |
| Reference Number | 39031980 |
| Created Date | 05/16/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098691433 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 05/16/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 05/16/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | MUNDELEIN |
| Consumer Address, State Code | IL |
| Consumer Address, State Name | Illinois |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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|--|------------------------------|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |

645 all in one doesnapost come with required

| | |
|---|--|
| Complaint Info Comments | <p>USB cable. Called the customer service twice NO ONE knows where anything about their own equipment. --- Additional Comments: DO NOT TAKE MY MONEY AND WASTE MY TIME. After attempting to set up the printer, you get to the part about NOT including a USB cable. Well I know what the USB connection portion looks like, but not the printer connect portion. As there are only 2 other connections on the back both phone line connections ?????? Your staff keeps telling me there is a USB connection where there are only phone connects????????????????????????????????</p> |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 117 of 135 | |
| Reference Number | 39032032 |
| Created Date | 05/21/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098692154 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 05/21/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 05/21/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | FORT LAUDERDALE |
| Consumer Address, State Code | FL |
| Consumer Address, State Name | Florida |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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|--|--|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | FedEx stated on their website that the package had been delivered on Mon 5/14/12 at 2:15pm. The package was NOT delivered. I requested a refund. --- Additional Comments: I would like a full refund of \$34.47 placed back into my checking account IMMEDIATELY and a pickup by FEDEX of the package. ' |
| Complaint Info CRA Dispute Flag | |

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| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|------------------|
| Record 118 of 135 | |
| Reference Number | 39032925 |
| Created Date | 06/01/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098694753 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 06/01/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 06/01/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | PORT SAINT LUCIE |
| Consumer Address, State Code | FL |
| Consumer Address, State Name | Florida |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

| | |
|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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|--|--|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Submitted my rebate.They received it 3/30/2012.Told me on their website Iapod get it in 4 weeks.Over the phone 3x in 8 weeks. It is not processed yet. --- Additional Comments: They need to send a corporate check immediately, and not via their quotthird partyquot check. I want this resolved asap or as I stated to them I will be calling my lawyer.' |
| Complaint Info CRA Dispute | |

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|---|--|
| Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

| | |
|--------------------------------------|-----------------|
| Record 119 of 135 | |
| Reference Number | 39153678 |
| Created Date | 06/11/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098696707 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 06/11/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 06/11/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | CONCORD |
| Consumer Address, State Code | CA |
| Consumer Address, State Name | California |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

| | |
|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

| | |
|--|---|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Printer purchased. Issues. RMAaposed, I was then provided a clearly used printer. More issues. Stuck with expensive ink. --- Additional Comments: Refund the price of the ink which can no longer be used.' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |

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| Complaint Info CRA Dispute Resolved | |
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|--------------------------------------|-----------------|
| Record 120 of 135 | |
| Reference Number | 39155112 |
| Created Date | 06/27/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098700250 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 06/27/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 06/27/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | MIDDLESBORO |
| Consumer Address, State Code | KY |
| Consumer Address, State Name | Kentucky |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

| | |
|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

| | |
|--|--|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | Failed to provide service per agreement. --- |

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| Complaint Info Comments | Additional Comments: Clearer instructions for shipping(state what a tracking number is and where to locate it.....we are not all experts at this!), email the tracking number to customers as well as a paper copy, have phone line extensions so you can reach the same customer representative every time and not have to rehash the issue to a new rep every single time. Also, checking merchandise before shipping to ensure it is a working product would be great.' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

| | |
|--------------------------------------|-----------------|
| Record 121 of 135 | |
| Reference Number | 39255697 |
| Created Date | 07/20/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098705912 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 07/20/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 07/20/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | CHARLOTTE |
| Consumer Address, State Code | NC |
| Consumer Address, State Name | North Carolina |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

| | |
|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

| | |
|--|--|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Epson Workforce 435. It has never been used for color printing, yet color cartridges read as depleted. BampW cannot be used if color read depleted. --- Additional Comments: Stop scamming people by programming ink cartridges to read as depleted, even though they are not. Also, stop scamming consumers by not allowing black and white printing if color cartridges read depleted. Provide a telephone number for support and allow for honest reviews of your products. ' |

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| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

DNC COMPLAINT

| | |
|--|-------------------------------|
| Record 122 of 135 | |
| Reference Number | 11406377 |
| Complaint Source | National Do Not Call Registry |
| Phone In Registry? | Y |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | b(6) |
| Consumer Address, City | franklin |
| Consumer Address, State | TN |
| Consumer Address, State Name | Tennessee |
| Consumer Address, ZIP Code | b(6) |
| Consumer Phone, Area Code | b(6) |
| Consumer Phone, Number | b(6) |
| Company Name | Epson |
| Company State | TF |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 5884831 |
| Other Information Created Date | 08/28/2007 |
| Other Information Complaint Date | 08/27/2007 |
| Other Information Product Service Description | National Do Not Call Registry |
| Other Information Organization | National Do Not Call Registry |
| Other Information Complaint Channel | WEB |
| Other Information Transaction Date | 08/27/2007 |
| Other Information Transaction Time | 15:00:00 |
| Other Information Comments | |
| Other Information Existing Business Relationship | |
| Other Information Pre-Recorded Message | |
| Other Information Requested Entity to Stop Calling | |

| | |
|--|-------------------------------|
| Record 123 of 135 | |
| Reference Number | 19293038 |
| Complaint Source | National Do Not Call Registry |
| Phone In Registry? | Y |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | |
| Consumer Address, Line 2 | |
| Consumer Address, City | |
| Consumer Address, State | GA |
| Consumer Address, State Name | Georgia |
| Consumer Address, ZIP Code | |
| Consumer Phone, Area Code | b(6) |
| Consumer Phone, Number | b(6) |
| Company Name | epson electronics |
| Company State | CA |
| Company Phone, Country Code | |
| Company Phone, Area Code | 408 |
| Company Phone, Number | 9220200 |
| Other Information Created Date | 06/13/2008 |
| Other Information Complaint Date | 06/13/2008 |
| Other Information Product Service Description | National Do Not Call Registry |
| Other Information Organization | National Do Not Call Registry |
| Other Information Complaint Channel | Web |
| Other Information Transaction Date | 06/13/2008 |
| Other Information Transaction Time | 13:00:00 |
| Other Information Comments | |
| Other Information Existing Business Relationship | |
| Other Information Pre-Recorded Message | |
| Other Information Requested Entity to Stop Calling | |

| | |
|--|-------------------------------|
| Record 124 of 135 | |
| Reference Number | 11076509 |
| Complaint Source | National Do Not Call Registry |
| Phone In Registry? | Y |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, City | dallas |
| Consumer Address, State | TX |
| Consumer Address, State Name | Texas |
| Consumer Address, ZIP Code | b(6) |
| Consumer Phone, Area Code | b(6) |
| Consumer Phone, Number | b(6) |
| Company Name | Epson America I. |
| Company State | CA |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9973955 |
| Other Information Created Date | 07/23/2007 |
| Other Information Complaint Date | 07/20/2007 |
| Other Information Product Service Description | National Do Not Call Registry |
| Other Information Organization | National Do Not Call Registry |
| Other Information Complaint Channel | WEB |
| Other Information Transaction Date | 07/13/2007 |
| Other Information Transaction Time | 04:00:00 |
| Other Information Comments | |
| Other Information Existing Business Relationship | |
| Other Information Pre-Recorded Message | |
| Other Information Requested Entity to Stop Calling | |

| | |
|--|-------------------------------|
| Record 125 of 135 | |
| Reference Number | 11198577 |
| Complaint Source | National Do Not Call Registry |
| Phone In Registry? | Y |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, City | dallas |
| Consumer Address, State | TX |
| Consumer Address, State Name | Texas |
| Consumer Address, ZIP Code | b(6) |
| Consumer Phone, Area Code | b(6) |
| Consumer Phone, Number | b(6) |
| Company Name | Epson America I |
| Company State | CA |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9973955 |
| Other Information Created Date | 08/03/2007 |
| Other Information Complaint Date | 08/02/2007 |
| Other Information Product Service Description | National Do Not Call Registry |
| Other Information Organization | National Do Not Call Registry |
| Other Information Complaint Channel | WEB |
| Other Information Transaction Date | 08/02/2007 |
| Other Information Transaction Time | 04:00:00 |
| Other Information Comments | |
| Other Information Existing Business Relationship | |
| Other Information Pre-Recorded Message | |
| Other Information Requested Entity to Stop Calling | |

| | |
|--|-------------------------------|
| Record 126 of 135 | |
| Reference Number | 11198609 |
| Complaint Source | National Do Not Call Registry |
| Phone In Registry? | Y |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, City | dallas |
| Consumer Address, State | TX |
| Consumer Address, State Name | Texas |
| Consumer Address, ZIP Code | b(6) |
| Consumer Phone, Area Code | b(6) |
| Consumer Phone, Number | b(6) |
| Company Name | Epson America I |
| Company State | CA |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9813840 |
| Other Information Created Date | 08/03/2007 |
| Other Information Complaint Date | 08/02/2007 |
| Other Information Product Service Description | National Do Not Call Registry |
| Other Information Organization | National Do Not Call Registry |
| Other Information Complaint Channel | WEB |
| Other Information Transaction Date | 08/02/2007 |
| Other Information Transaction Time | 04:00:00 |
| Other Information Comments | |
| Other Information Existing Business Relationship | |
| Other Information Pre-Recorded Message | |
| Other Information Requested Entity to Stop Calling | |

| | |
|---|---|
| Record 127 of 135 | |
| Reference Number | 27055669 |
| Complaint Source | National Do Not Call Registry |
| Phone In Registry? | Y |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, City | NEW HYDE PARK |
| Consumer Address, State | NY |
| Consumer Address, State Name | New York |
| Consumer Address, ZIP Code | b(6) |
| Consumer Phone, Area Code | b(6) |
| Consumer Phone, Number | b(6) |
| Company Name | EPSON MOBIL CREDIT CARDS |
| Company State | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Other Information Created Date | 07/17/2010 |
| Other Information Complaint Date | 07/17/2010 |
| Other Information Product Service Description | National Do Not Call Registry |
| Other Information Organization | National Do Not Call Registry |
| Other Information Complaint Channel | Web |
| Other Information Transaction Date | 07/17/2010 |
| Other Information Transaction Time | 12:00:00 |
| Other Information Comments | THIS IS ANOTHER CALL MADE BY A TELEMARKETER WHICH IS NOT WANTED AND VERY ANNOYING. I HAVE PUT ALL OF MY TELEPHONE NUMBERS INTO YOUR WEBSITE SEVERAL TIMES AND STILL RECEIVE THESE CALLS DAY AND NIGHT AND WEEKENDS. IF THIS IS NOT REMEDIED SOON, I WILL TAKE THESE COMPANIES AND YOU TO THE AMERICAN CIVIL LIBERTIES UNION. THIS IS A VIOLATION OF MY RIGHTS AND IT NEEDS TO STOP. |
| Other Information Existing Business | |

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|--|-----|
| Relationship | No |
| Other Information Pre-Recorded Message | No |
| Other Information Requested Entity to Stop Calling | Yes |

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|--|-------------------------------|
| Record 128 of 135 | |
| Reference Number | 13974809 |
| Complaint Source | National Do Not Call Registry |
| Phone In Registry? | Y |
| Consumer First Name | |
| Consumer Middle Name | |
| Consumer Last Name | |
| Consumer Address, Line 1 | |
| Consumer Address, Line 2 | |
| Consumer Address, City | |
| Consumer Address, State | CA |
| Consumer Address, State Name | California |
| Consumer Address, ZIP Code | |
| Consumer Phone, Area Code | b(6) |
| Consumer Phone, Number | b(6) |
| Company Name | Epson Reed |
| Company State | |
| Company Phone, Country Code | 1 |
| Company Phone, Area Code | |
| Company Phone, Number | 6136883625 |
| Other Information Created Date | 06/05/2008 |
| Other Information Complaint Date | 05/21/2008 |
| Other Information Product Service Description | National Do Not Call Registry |
| Other Information Organization | National Do Not Call Registry |
| Other Information Complaint Channel | IVR |
| Other Information Transaction Date | 05/20/2008 |
| Other Information Transaction Time | 00:00:00 |
| Other Information Comments | |
| Other Information Existing Business Relationship | |
| Other Information Pre-Recorded Message | |
| Other Information Requested Entity to Stop Calling | |

| | |
|--|------------------------------------|
| Record 129 of 135 | |
| Reference Number | 32588006 |
| Complaint Source | National Do Not Call Registry |
| Phone In Registry? | Y |
| Consumer First Name | |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | |
| Consumer Address, Line 2 | |
| Consumer Address, City | |
| Consumer Address, State | VA |
| Consumer Address, State Name | Virginia |
| Consumer Address, ZIP Code | |
| Consumer Phone, Area Code | b(6) |
| Consumer Phone, Number | b(6) |
| Company Name | EPSON AMERICA38 |
| Company State | CA |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 2764382 |
| Other Information Created Date | 09/22/2011 |
| Other Information Complaint Date | 09/22/2011 |
| Other Information Product Service Description | National Do Not Call Registry |
| Other Information Organization | National Do Not Call Registry |
| Other Information Complaint Channel | Web |
| Other Information Transaction Date | 09/22/2011 |
| Other Information Transaction Time | 00:00:00 |
| Other Information Comments | |
| Other Information Existing Business Relationship | No |
| Other Information Pre-Recorded Message | Don't Know or choose not to answer |
| Other Information Requested Entity to Stop Calling | No |

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|--|-------------------------------|
| Record 130 of 135 | |
| Reference Number | 11076505 |
| Complaint Source | National Do Not Call Registry |
| Phone In Registry? | Y |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, City | dallas |
| Consumer Address, State | TX |
| Consumer Address, State Name | Texas |
| Consumer Address, ZIP Code | b(6) |
| Consumer Phone, Area Code | b(6) |
| Consumer Phone, Number | b(6) |
| Company Name | Epson America I. |
| Company State | CA |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9974015 |
| Other Information Created Date | 07/23/2007 |
| Other Information Complaint Date | 07/20/2007 |
| Other Information Product Service Description | National Do Not Call Registry |
| Other Information Organization | National Do Not Call Registry |
| Other Information Complaint Channel | WEB |
| Other Information Transaction Date | 07/13/2007 |
| Other Information Transaction Time | 03:00:00 |
| Other Information Comments | |
| Other Information Existing Business Relationship | |
| Other Information Pre-Recorded Message | |
| Other Information Requested Entity to Stop Calling | |

| | |
|--|-------------------------------|
| Record 131 of 135 | |
| Reference Number | 11076512 |
| Complaint Source | National Do Not Call Registry |
| Phone In Registry? | Y |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, City | dallas |
| Consumer Address, State | TX |
| Consumer Address, State Name | Texas |
| Consumer Address, ZIP Code | b(6) |
| Consumer Phone, Area Code | b(6) |
| Consumer Phone, Number | b(6) |
| Company Name | Epson America I. |
| Company State | CA |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9974015 |
| Other Information Created Date | 07/23/2007 |
| Other Information Complaint Date | 07/20/2007 |
| Other Information Product Service Description | National Do Not Call Registry |
| Other Information Organization | National Do Not Call Registry |
| Other Information Complaint Channel | WEB |
| Other Information Transaction Date | 07/20/2007 |
| Other Information Transaction Time | 06:00:00 |
| Other Information Comments | |
| Other Information Existing Business Relationship | |
| Other Information Pre-Recorded Message | |
| Other Information Requested Entity to Stop Calling | |

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|--|---|
| Record 132 of 135 | |
| Reference Number | 24040668 |
| Complaint Source | National Do Not Call Registry |
| Phone In Registry? | Y |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, City | Trumbull |
| Consumer Address, State | CT |
| Consumer Address, State Name | Connecticut |
| Consumer Address, ZIP Code | b(6) |
| Consumer Phone, Area Code | b(6) |
| Consumer Phone, Number | b(6) |
| Company Name | Epson Marketing or Ipson Marketing |
| Company State | NY |
| Company Phone, Country Code | |
| Company Phone, Area Code | 212 |
| Company Phone, Number | 8972933 |
| Other Information Created Date | 09/17/2009 |
| Other Information Complaint Date | 09/17/2009 |
| Other Information Product Service Description | National Do Not Call Registry |
| Other Information Organization | National Do Not Call Registry |
| Other Information Complaint Channel | Web |
| Other Information Transaction Date | 09/16/2009 |
| Other Information Transaction Time | 19:00:00 |
| Other Information Comments | I am not sure of the spelling of the Company since I asked the caller for the telephone number and company and said I was reporting them and not to call again. |
| Other Information Existing Business Relationship | No |
| Other Information Pre-Recorded Message | No |
| Other Information Requested Entity to Stop Calling | Yes |

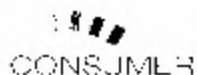
| | |
|--|-------------------------------|
| Record 133 of 135 | |
| Reference Number | 11505510 |
| Complaint Source | National Do Not Call Registry |
| Phone In Registry? | Y |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, City | Shickshinny |
| Consumer Address, State | PA |
| Consumer Address, State Name | Pennsylvania |
| Consumer Address, ZIP Code | b(6) |
| Consumer Phone, Area Code | b(6) |
| Consumer Phone, Number | b(6) |
| Company Name | Epson America |
| Company State | CA |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9977815 |
| Other Information Created Date | 09/01/2007 |
| Other Information Complaint Date | 08/31/2007 |
| Other Information Product Service Description | National Do Not Call Registry |
| Other Information Organization | National Do Not Call Registry |
| Other Information Complaint Channel | WEB |
| Other Information Transaction Date | 08/31/2007 |
| Other Information Transaction Time | 06:00:00 |
| Other Information Comments | |
| Other Information Existing Business Relationship | |
| Other Information Pre-Recorded Message | |
| Other Information Requested Entity to Stop Calling | |

| | |
|--|-------------------------------|
| Record 134 of 135 | |
| Reference Number | 11508073 |
| Complaint Source | National Do Not Call Registry |
| Phone In Registry? | Y |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, City | Louisville |
| Consumer Address, State | KY |
| Consumer Address, State Name | Kentucky |
| Consumer Address, ZIP Code | b(6) |
| Consumer Phone, Area Code | b(6) |
| Consumer Phone, Number | b(6) |
| Company Name | Epson America |
| Company State | CA |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9973955 |
| Other Information Created Date | 09/01/2007 |
| Other Information Complaint Date | 08/31/2007 |
| Other Information Product Service Description | National Do Not Call Registry |
| Other Information Organization | National Do Not Call Registry |
| Other Information Complaint Channel | WEB |
| Other Information Transaction Date | 08/30/2007 |
| Other Information Transaction Time | 06:00:00 |
| Other Information Comments | |
| Other Information Existing Business Relationship | |
| Other Information Pre-Recorded Message | |
| Other Information Requested Entity to Stop Calling | |

| | |
|--|-------------------------------|
| Record 135 of 135 | |
| Reference Number | 30640513 |
| Complaint Source | National Do Not Call Registry |
| Phone In Registry? | Y |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, City | Erie |
| Consumer Address, State | PA |
| Consumer Address, State Name | Pennsylvania |
| Consumer Address, ZIP Code | b(6) |
| Consumer Phone, Area Code | b(6) |
| Consumer Phone, Number | b(6) |
| Company Name | Epson America |
| Company State | CA |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9977342 |
| Other Information Created Date | 05/20/2011 |
| Other Information Complaint Date | 05/20/2011 |
| Other Information Product Service Description | National Do Not Call Registry |
| Other Information Organization | National Do Not Call Registry |
| Other Information Complaint Channel | Web |
| Other Information Transaction Date | 05/19/2011 |
| Other Information Transaction Time | 03:00:00 |
| Other Information Comments | |
| Other Information Existing Business Relationship | No |
| Other Information Pre-Recorded Message | No |
| Other Information Requested Entity to Stop Calling | Yes |

As a Consumer Sentinel Network member, you must properly protect any information printed, downloaded, or otherwise removed from the Network as stated in OMB Memo M-06-16. Please delete or destroy this information within 90 days unless its use is still required for law enforcement purposes. When destroying the information you should burn, pulverize, or shred the information saved in paper format and destroy or erase information that has been saved electronically so that it cannot practicably be read or reconstructed. Proper erasure of electronic information must include the overwriting or "wiping" of the information from the electronic media on which it is stored.

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Provided by the Federal Trade Commission



NETWORK

For enforcement's source for consumer complaints

CIS COMPLAINT

| | |
|--------------------------------------|--------------------------------------|
| Record 1 of 135 | |
| Reference Number | 1543273 |
| Created Date | 08/30/2001 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | JBLAND |
| Entered Date | 08/30/2001 |
| Updated By | WCARDENAS1 |
| Updated Date | 12/21/2007 |
| Agency Contact | Internet |
| Complaint Date | 08/29/2001 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Brodhead |
| Consumer Address, State Code | WI |
| Consumer Address, State Name | Wisconsin |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |

| | |
|-------------------------------------|--|
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 40 - 49 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Apple Computers, Microsoft Corp., Epson, and Sears/freelotto.com |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | |
| Company Address, Country Name | |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |

| | |
|--|---|
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Internet/E-mail |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 033212143 |
| Complaint Info Product Service Description | Computers: Equipment\Software\Lotteries\Lottery Ticket Buying Clubs |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| | I'm at a loss at what to do at this point. I'm getting absolutely no help from Apple, Microsoft, Epson, the Wisconsin Bureau of Consumer Protection, or the elected representatives that I have filed my complaints with and keep sending copies of my Journal of Computer Problems to each week. Even the Bureau of Consumer Protection is rejecting my consumer complaints. All Sears Apple support can give is band aide support. They cannot resolve these computer problems. I need to change to a different computer, such as Compaq, Dell or Gateway. The problem is that I do not know anything about these |

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| Complaint Info Comments | <p>computers. Sears will exchange my iMac for a Compaq, but if I go with any of the others I'm going to be out the over \$1200 I have invested in this computer. Even with a Compaq computer, I'm going to be out the over \$500 that I have invested in a printer, floppy disk drive, zip 100 drive, and USB connecting system. I do not know if these are compatible with Dell or Gateway computers. I also need a computer that will recognize all of the documents that I created over the last ten years. I just do not have that kind of money to start over. Any help or suggestions that anyone can give me would be greatly appreciated. If you send me a real e-mail address I will send you copies of the consumer complaints I have filed and copies of my weekly Journal of Computer Problems that I keep. Thank you for taking the time to read and to consider what I have written. Sincerely, (b)(6)</p> <p>(b)(6)</p> <p>(b)(6) UPDATE 08/13/07 MAIL: Department of Agriculture state of WI forwarded complaint from consumer. Consumer complained that freelotto.com sent him a email stating he had won. Consumer feels that the company is deceptive. lsharpUpdate:mail12/21/2007 Sent from WI Consumer Protection Agency: Consumer sent a hard copy of complaint.wcardenas</p> |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

| | |
|--------------------------------------|--------------------------------------|
| Record 2 of 135 | |
| Reference Number | 11242171 |
| Created Date | 08/09/2007 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | DBRAHLEK |
| Entered Date | 08/09/2007 |
| Updated By | JOB: Upd_internet_related |
| Updated Date | 08/10/2007 |
| Agency Contact | Internet |
| Complaint Date | 08/08/2007 |
| Transaction Date | 07/30/2007 |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Limassol |
| Consumer Address, State Code | |
| Consumer Address, State Name | |
| Consumer Address, Country Code | CYP |
| Consumer Address, Country Name | CYPRUS |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |

| | |
|--|----------------------------------|
| | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 40 - 49 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson Home Cinema 1080 Projector |
| Company Address, Line 1 | 350 S Figueroa St |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LosAnegles |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | CA90071 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 888 |
| Company Phone, Number | 5923668 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | Robert |
| Company Rep Middle Name | |
| Company Rep Last Name | Faulkner |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Internet Web Site |
| Complaint Info Initial Contact Date | 07/30/2007 |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested | |

| | |
|--|---|
| Method | |
| Complaint Info Amount Requested Value | \$2383.55 |
| Complaint Info Amount Paid Method | Money Order (Not Classified) |
| Complaint Info Amount Paid Value | \$2383.55 |
| Complaint Info Product Service Code | 0318 |
| Complaint Info Product Service Description | Shop-at-Home\Catalog Sales |
| Complaint Info Law Violation Code | LJB |
| Complaint Info Law Violation Description | Never Received Merchandise |
| Complaint Info Statute Code | UU |
| Complaint Info Statute Description | Mail or Telephone Merchandise Order Rule |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>(Product Name: Epson Home Cinema 1080 Projector) I placed an order (dated 21.07.07) for an Epson PowerLite Home Cinema 1080 projector for the amount of \$2,383.55. My order included Fed-ex international priority which meant it would be delivered in 2 days. I wanted to pay by credit card but they informed me I had to pay the equivalent of this amount in e-gold. I therefore set up an e-gold account and wired the money from my (b)(6) bank account into my e-gold account. I then transfered \$2,383.55 of e-gold to DMXCITY's e-gold account on 30.07.07. I was informed by DMXCity the product was in shipping the same day. However, after several e-mails requesting the Fed-ex tracking number I received no reply. I tried telephoning them, but I only obtain pre-recorded mesaggess. I then searched for more details regarding this organisation/website and discovered it had only been set up in April 2007 and that there had been many internet users posting concerns that this website was a scam. I last sent them an e-mail on 08/07/2007 informing them that unless I had a reply, I would be reporting the incident as a felony and inform the relevant authorities that their website/organisation is a scam to steal money from internet users. I have had</p> |

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| | no response. |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 3 of 135 | |
| Reference Number | 11380745 |
| Created Date | 08/23/2007 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | WFRIDAY |
| Entered Date | 08/23/2007 |
| Updated By | JOB: Upd_internet_related |
| Updated Date | 08/24/2007 |
| Agency Contact | Internet |
| Complaint Date | 08/22/2007 |
| Transaction Date | 08/20/2007 |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Warminster |
| Consumer Address, State Code | PA |
| Consumer Address, State Name | Pennsylvania |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 40 - 49 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9813840 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | Lisa |
| Company Rep Middle Name | |
| Company Rep Last Name | Camez |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Internet/E-mail |
| Complaint Info Initial Contact Date | 08/20/2007 |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$0.00 |
| Complaint Info Amount Paid Method | Discover Credit Card |
| Complaint Info Amount Paid Value | \$0.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | (Product Name: cx6000 All in one printer) Original purchase 12/2006 Returned under warranty 06/2007 Same problem 08/18/2007 Many customers have experiences the same issues with cx6000 Log onto e opinions, many have expressed same frustrations. Company needs to step up and recall cx6000 or lose customer confidence. Thanks (b)(6) (b)(6) |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 4 of 135 | |
| Reference Number | 11519724 |
| Created Date | 09/05/2007 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | WFRIDAY |
| Entered Date | 09/05/2007 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 09/01/2007 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Newport |
| Consumer Address, State Code | DE |
| Consumer Address, State Name | Delaware |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 40 - 49 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | |
| Company Address, Country Name | |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Unknown |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | (Product Name: printer rebate program) I purchased a computer from Gateway which advertised a printer rebate in the amount of \$75.00. I sent the proof of purchase, rebate form and receipt for the unit back on July 30,2007. On August 30, 2007, I recieved my rebate form returned telling me that I did not provide the serial number of the unit. It was clearly written on the form and included on the proof of purchase seal. I believe that Epson purposefully is looking for a way to not pay me the rebate, despite all the evidence I sent them showing that I indeed purchased their product. Please investigate if any other consumers complained about not getting their rebates. |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 5 of 135 | |
| Reference Number | 11567412 |
| Created Date | 08/06/2007 |
| Complaint Source | Internet Crime Complaint Center |
| Originator Reference Number | ICCC533242 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | IC3-USER |
| Entered Date | 08/06/2007 |
| Updated By | IC3-USER |
| Updated Date | 09/11/2007 |
| Agency Contact | External Agency |
| Complaint Date | 08/06/2007 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | ST. LOUIS |
| Consumer Address, State Code | MO |
| Consumer Address, State Name | Missouri |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |

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| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson Consulting Limited |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONDON |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | GBR |
| Company Address, Country Name | UNITED KINGDOM |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | Alvino |
| Company Rep Middle Name | |
| Company Rep Last Name | Morales |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Internet/E-mail |

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| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | Not Reported |
| Complaint Info Amount Paid Value | \$0.00 |
| Complaint Info Product Service Code | 9000 |
| Complaint Info Product Service Description | Other (Note in Comments) |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>ICCC Ref # I0708061218425932:I've copied and pasted the e-mail for you here, I believe it to be a scam. Yahoo! Address BookFrom the Address Book of elgordodraw2007 Ref: ELGD/34117HPG-GRCC . Draw No.: 22451 Category: 2B . Winning Number: 08 15 30 31 34 43 40 Batch Number: ATP/44863214257/3445328/563 Date: 6th August, 2007 WINNING NOTIFICATION!!! We happily announce to you the draws of the inaugural Promotional Lottery Programme (ElGordo Lottery of Spain) held in Madrid, Spain on the 1st of August, 2007 in which you and five (5) provisional winners were selected as winners under draw No. 2245. Due to mix up in some numbers and names the results of the draw were withheld and released today. For the purpose of security you are therefore strongly advised to keep this award notification from public notice until your claim has been processed and your prize money paid as this is part of our security protocol to avoid duplicity of claims or abuse of this programme by hackers. Our staffs are sworn to secrecy, so you will be the only one to know what you have won. Your e-mail</p> |

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| | <p>address attached to ticket number: 08-04-33-38-BL-AU drew the lucky numbers: 08 15 30 31 34 43 40, which subsequently won you the lottery in Category 2B. All participants were selected randomly through computer ballot draw system and from 150,000 individuals as part of our international promotions program. To begin your claims therefore, you are advised on final notice and as a matter of urgency, to contact our licensed and accredited claim agent for the processing of your prize awards winning and payment. CONTACT: MR. ALVINO MORALES, EPSON CONSULTING LIMITED, LONDON, UNITED KINGDO</p> |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 6 of 135 | |
| Reference Number | 11624838 |
| Created Date | 09/17/2007 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | JHART |
| Entered Date | 09/17/2007 |
| Updated By | JOB: Upd_internet_related |
| Updated Date | 09/18/2007 |
| Agency Contact | Internet |
| Complaint Date | 09/12/2007 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Miami Shores |
| Consumer Address, State Code | FL |
| Consumer Address, State Name | Florida |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |

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| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 70 - 79 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America In |
| Company Address, Line 1 | P O Box 93012 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90809-3012 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Internet/E-mail |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |

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| Complaint Info Amount Requested Value | \$0.00 |
| Complaint Info Amount Paid Method | Not Reported |
| Complaint Info Amount Paid Value | \$0.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | IID |
| Complaint Info Law Violation Description | Breach of Warranty\Guarantee |
| Complaint Info Statute Code | ZZ |
| Complaint Info Statute Description | Magnuson-Moss Warranty Act |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | (Product Name: Epson Stylus C88+ color printer) Epson C88+ purchased 12/04/2006 Serial jkdy 136742. Stopped working 08/15/2007. Last e-mail 08/26/2007 requesting relief under the Warranty. No further response. |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 7 of 135 | |
| Reference Number | 11632396 |
| Created Date | 09/18/2007 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | RLOPER |
| Entered Date | 09/18/2007 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 09/14/2007 |
| Transaction Date | 08/06/2007 |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Oak Ridge |
| Consumer Address, State Code | TN |
| Consumer Address, State Name | Tennessee |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 40 - 49 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 981-3840 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | Andrea |
| Company Rep Middle Name | |
| Company Rep Last Name | Zoeckler |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | In Person |
| Complaint Info Initial Contact Date | 08/06/2007 |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | (Product Name: Epson Bundle \$75 Rebate) FTC, I purchased an Epson Printer and Kodak digital camera at "Staples" (an office supply store). In the store were EPSON forms offering an "Epson Bundle \$75 Rebate" (Epson rebate #EP693). I fully completed the terms of the rebate, but got a letter from Epson today saying they will not honor this rebate. Epson says that purchases at Staples do not qualify for this rebate. The Epson rebate form specifically excludes: Best Buy, OfficeMax, B&H and Tiger Direct, but does not exclude Staples. I went to talk to the manager at Staples and he told me that the Epson sales representative actually put the rebates by the Epson products, and these are Epson rebates, not Staples rebates. Epson will not honor the rebate, even though I have fully completed all terms of the rebate, and sent all required documents and information to the Epson address listed on the rebate. I am sure this is illegal activity on Epson's part and I would like to have the FTC help me to get the \$75 rebate that is due me. Thanks. |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute | |

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| Resolved | | |
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| Record 9 of 135 | |
| Reference Number | 11724457 |
| Created Date | 10/02/2007 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | WFRIDAY |
| Entered Date | 10/02/2007 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 09/30/2007 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Newport |
| Consumer Address, State Code | DE |
| Consumer Address, State Name | Delaware |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 40 - 49 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | Box 49430 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Strongsville |
| Company Address, State Code | OH |
| Company Address, State Name | Ohio |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 44149 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 2776187 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Mail |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$0.00 |
| Complaint Info Amount Paid Method | Other Credit Card |
| Complaint Info Amount Paid Value | \$200.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | (Product Name: Rebate for a Purchase) Epson advertised a rebate for \$75.00 on their CX4400 printer sold with a Gateway Computer. I sent in the form with the UPC codes and receipt and the company has refused to pay me the rebate. I have copies of the completed rebate form and paperwork sent to the company. |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 10 of 135 | |
| Reference Number | 11747223 |
| Created Date | 10/05/2007 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | WFRIDAY |
| Entered Date | 10/05/2007 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 10/03/2007 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Irvine |
| Consumer Address, State Code | CA |
| Consumer Address, State Name | California |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 50 - 59 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach, |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 92620 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | Tammy |
| Company Rep Middle Name | |
| Company Rep Last Name | Nolan |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Phone |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$103.43 |
| Complaint Info Amount Paid Method | Visa Credit Card |
| Complaint Info Amount Paid Value | \$103.43 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | (Product Name: Eason Stylus CX6000 printer) Printer bought on 3-13-2007 There are 3 problems of this brand new printer: 1. Amazingly high consumption of ink when printing. I printed my first page of print on 3-15-07,the computer screen showed one-third of the ink in the cartridges had been consumed. 2. Hard to print. whenever I tried to print, the former data would be printed out on the sheet and then the printer would freeze. 3. Misrepresentation: the advertisement and on the case show-- Print documents fast- up to 27 ppm. But when printing or copying, one page takes 45 seconds. I called them a couple of times and problems has not been fixed until I filed a complaint to LA Better Business Bureau. They cleared the second problem once but it had come again just like lemon car. As for the first problem , they said it was just an error and will reset itself. But the truth is it never "reset" when I used the printer afterwards. It is really amazingly highly consuming the ink. I hope they can recall this problematic device and return my \$103.43 |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute | |

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| Resolved | | |
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| Record 12 of 135 | |
| Reference Number | 11955819 |
| Created Date | 11/01/2007 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | JHART |
| Entered Date | 11/01/2007 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 10/29/2007 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Carlisle |
| Consumer Address, State Code | IA |
| Consumer Address, State Name | Iowa |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, | |

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| ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 50 - 59 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | |
| Company Address, Line 2 | |

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| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | |
| Company Address, Country Name | |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 2761311 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Unknown |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |

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| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>(Product Name: V700 Flatbed scanner) I was interested in purchasing an Epson V700 flatbed slide and negative scanner. Not being able to find anybody selling the locally I decided to try the internet and see at what price they could be purchased there. I went to Google.com and entered 'epson v700' and clicked on search, and on the first page that shows up in a yellow box marked 'sponsored links' was an ad from Epson.com listing the V700 at \$499.99. So I'm thinking, great, I can get it directly from the manufacturer so there won't be warrantee problems, etc. I clicked on the link and went to their site, but there the V700 is only available at \$549.99. I called Epson and they said that there is nothing prohibiting deceptive advertising on the internet. If I had picked it up out of the general search results one could legitimately say that I'd found a link to an old sale that was no longer in effect, but when it's in a box marked sponsored links I tend to think that has more credence. The fellow I talked to indicated that they had no control of Google's ads and that it was not illegal to falsely advertise on the internet in any case. I passed this on to Ed Foster to investigate as well. See his writeup:</p> |

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| | http://www.gripe2ed.com/scoop/story/2007/10/18/235112/68 The Iowa Attorney General referred me to this web site. |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

Record 13 of 135

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|--------------------------------------|---------------------------------|
| Reference Number | 12142599 |
| Created Date | 10/22/2007 |
| Complaint Source | Internet Crime Complaint Center |
| Originator Reference Number | ICCC578831 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | IC3-USER |
| Entered Date | 10/22/2007 |
| Updated By | IC3-USER |
| Updated Date | 02/20/2008 |
| Agency Contact | External Agency |
| Complaint Date | 10/22/2007 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | FORT THOMAS |
| Consumer Address, State Code | KY |
| Consumer Address, State Name | Kentucky |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |

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| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | us Epson |
| Company Address, Line 1 | 3840 Kilroy |
| Company Address, Line 2 | airport Way |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | NY |
| Company Address, State Name | New York |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9813840 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |

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| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | Not Reported |
| Complaint Info Amount Paid Value | \$75.00 |
| Complaint Info Product Service Code | 9000 |
| Complaint Info Product Service Description | Other (Note in Comments) |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>ICCC Ref # I0710221357491561: B@H photograph offering \$75 rebate on Epson PRinter, Sept 5,07 Order#206707360But they sent me the wrong rebate form for the product, then the Epson rebate center in Strongville Ohio, sends it back to me saying it is the wrong form. So B@H sends me another wrong form on line last early Oct, I have the email, and claims its all a mistake, Meanwile my 30 day opportunity is now gone. It seems like a form of deception and Fraud. I think that Epson, and B@H are in collusion to give false and deceptive rebate offers to sell their product, knowing full well, that they will never pay off. I have spoken to the legal department of Epson. I think that they are perpetrating a fraud, in collusion with their distributors. by the way the rebate forms are changing. And Model numbers are inluded or excluded. I have the different rebate forms, all with a 30 day opportunity. I think the participants involved are Epson in Ca. B@H in New York, and the Epson rebate office in Strongville Ohio, Makes it difficult or impossible to be compendsated, since they all just play a small enough part in the deception. I have all the records needed to show a pattern of abuse of these rebate offers, and exactly how they are defrauding the customer. How many rebates I wonder do they get to keep, just by deceiving the customer, It seems</p> |

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| | impossible that Epson doesn't know exactly what they are doing. Thankyou very much for your time, It may be 75 dollars times how much. Thanks again (b)(6) I accidently stated that Epson was in the state of New York, rather than California, but the distributor of the product; B@H Photo is in New |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 14 of 135 | |
| Reference Number | 12169727 |
| Created Date | 11/19/2007 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | WFRIDAY |
| Entered Date | 11/19/2007 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 11/16/2007 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | State College |
| Consumer Address, State Code | PA |
| Consumer Address, State Name | Pennsylvania |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 20 - 29 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | P.O. BOX 49415 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Strongsville |
| Company Address, State Code | OH |
| Company Address, State Name | Ohio |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 44149 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Mail |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | (Product Name: Epson Rebate \$75 buy a digital camera and printer) I submitted several rebates to Epson for buying a digital camera and a printer to get \$75 back. I submitted 5 in total. There was no limit on the rebate form. I purchased the items at staples.com. On the Epson rebate form, there is no mention that staples is not a valid store to purchase the items at. I received letters in the mail saying that purchases made at staples are not valid for this rebate offer. I called to ask why they are not valid, and explain that the rebate form does not state this. After a representative yelling at me, I got through to the supervisor and she explained that they will be putting that information on the rebate forms in January because Staples pulled out of the offer. However, she told me that I must go to the website to read that. On the form that I have it did not say anything about Staples not being valid. They owe me \$350 because their form is incorrect, and I would not have made the purchases if I knew that Epson would not honor the rebates. |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute | |

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| Resolved | | |
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| Record 15 of 135 | |
| Reference Number | 12170954 |
| Created Date | 11/20/2007 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | LSHARP |
| Entered Date | 11/20/2007 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 11/19/2007 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Los Molinos |
| Consumer Address, State Code | CA |
| Consumer Address, State Name | California |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 70 - 79 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson Stylus C88+ |
| Company Address, Line 1 | MS 3-13 |
| Company Address, Line 2 | 3840 Kilroy Airport Way |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Unknown |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | (Product Name: printer) first contact about this item did contact on other printer c84 what the way it is replied by company why do Epson sell printer that lock up dates and shout down printer making it none useable |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 16 of 135 | |
| Reference Number | 12217743 |
| Created Date | 11/26/2007 |
| Complaint Source | FTC Call Center |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | ETINKER |
| Entered Date | 11/26/2007 |
| Updated By | JOB: Set_TCS_Flag |
| Updated Date | 11/27/2007 |
| Agency Contact | Phone |
| Complaint Date | |
| Transaction Date | 05/01/2006 |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Locust Grove |
| Consumer Address, State Code | VA |
| Consumer Address, State Name | Virginia |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | |
| Consumer Age range | 70 - 79 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | |
| Company Address, Country Name | |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Internet/E-mail |
| Complaint Info Initial Contact Date | 05/01/2006 |
| Complaint Info Initial Response Method | Internet/E-mail |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$0.00 |
| Complaint Info Amount Paid Method | Unknown |
| Complaint Info Amount Paid Value | \$0.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Consumer states that he bought a printer from Epson. Consumer was getting messages on the computer printer that the cartridges were empty which is false. Consumer wrote the Computers: Equipment\Software company and the company stated the cartridges were old. Consumer told the company the cartridges were full of ink. The consumer states there are not any expiration dates on the ink cartridges. Consumer feels this is deceptive and unfair. No email. |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 17 of 135 | |
| Reference Number | 12698866 |
| Created Date | 01/14/2008 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | ASMITLEY |
| Entered Date | 01/14/2008 |
| Updated By | JOB: Upd_internet_related |
| Updated Date | 01/15/2008 |
| Agency Contact | Internet |
| Complaint Date | 01/11/2008 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | bay shore |
| Consumer Address, State Code | NY |
| Consumer Address, State Name | New York |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |

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| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 30 - 39 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | |
| Company Address, Country Name | |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Internet Web Site |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |

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| Complaint Info Amount Requested Value | \$119.99 |
| Complaint Info Amount Paid Method | American Express Credit Card |
| Complaint Info Amount Paid Value | \$119.99 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | IID |
| Complaint Info Law Violation Description | Breach of Warranty\Guarantee |
| Complaint Info Statute Code | ZZ |
| Complaint Info Statute Description | Magnuson-Moss Warranty Act |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>(Product Name: epson stylus photo rx595)</p> <p>first of all i would like to ask an apology for some missing information because i threw away all the papers i kept for their telephone number, contact person, etc. because i got disappointed already when i called them to tell them that i was not satisfied and happy with the printer i bought from them, they said that there is nothing that they can do about it and that i was one week late with their 1 month return policy, the thing is i really like the way they advertise the product, that's why even though i already have 3 printers in my house i still bought it esp. that around the time i bought it was christmas was almost approaching, i bought it supposed to be to make our own photo christmas card to give away, but it turned out that the pictures that came out from the printer was bad, i am so not satisfied (esp. with the way they advertise the product, it was very convincing). I tried to call their on line support also hoping that they can resolve the problem (if there was any) because if the printer will print out the same thing that they advertised then there is no point for me to return the product, but their customer service (help) and me tried everything and run all the tests it needed, but still, the pictures weren't printing the way it should be, i was actually just looking to exchange it to another one or just give me a store credit,</p> |

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| | but they said that they don't do such thing. i am just really disappointed with it and not satisfied at all!.. thank you so much for your faovrable attention to this matter. |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | f |
| Complaint Info CRA Dispute Resolved | f |

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| Record 18 of 135 | |
| Reference Number | 12985055 |
| Created Date | 02/16/2008 |
| Complaint Source | FTC Call Center |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | DSULLIVAN |
| Entered Date | 02/16/2008 |
| Updated By | JOB: Upd_internet_related |
| Updated Date | 02/17/2008 |
| Agency Contact | Mail |
| Complaint Date | 10/04/2007 |
| Transaction Date | 06/12/2007 |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Belle Mead |
| Consumer Address, State Code | NJ |
| Consumer Address, State Name | New Jersey |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9813840 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Internet Web Site |
| Complaint Info Initial Contact Date | 06/12/2007 |
| Complaint Info Initial Response Method | Internet/E-mail |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$95.00 |
| Complaint Info Amount Paid Method | MasterCard Credit Card |
| Complaint Info Amount Paid Value | \$95.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | 403 |
| Complaint Info Topic Description | Rebate |
| Complaint Info Comments | MAIL: 02/16/08 The consumer wrote to state that Epson is not honoring the rebate that the consumer applied for. The company told the consumer that he was not eligible to obtain the rebate as he purchased his product from staples. The consumer states that it does not state this in any of the terms that the consumer signed, and has said as much to the company. The company still will not give the consumer his rebate. DSULLIVAN |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 19 of 135 | |
| Reference Number | 13043857 |
| Created Date | 02/27/2008 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | WFRIDAY |
| Entered Date | 02/27/2008 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 02/19/2008 |
| Transaction Date | 02/19/2008 |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Flushing |
| Consumer Address, State Code | NY |
| Consumer Address, State Name | New York |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 20 - 29 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 873-7766 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Phone |
| Complaint Info Initial Contact Date | 02/19/2008 |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$45.00 |
| Complaint Info Amount Paid Method | Unknown |
| Complaint Info Amount Paid Value | \$45.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>(Product Name: C88+ Photo Printer) I had gotten a Class Action Lawsuit settlement from Epson of \$45 store credit regarding their practices on: Epson Ink Cartridge Cases, Judicial Council Coordination Proceeding No. 4347, Los Angeles Superior Court, State of California. I used the \$45 store credit to buy a Epson Stylus C88+ - Refurbished C11C617121-N on the Epson store website (www.epsonstore.com) with an Order #: WB-005598292 on 1/28/08. The item they had sent me had a hardware defect (broken) and I requested for a return on their website. They responded my return request via e-mail telling me to call their number 800-873-7766. I call their number talk with the customer service rep (Julia). She tells me that in order for me to return my broken item, I will need to talk to a technical support agent first to get a reference number. They transfer me and gave me a reference#: 07-965-135 to give to the tech support agent and then I get disconnected from their phone line. I call back one again to talk with a tech support staff (Jeff), where he quickly told me that my printer has a hardware problem then gave me a reference number of: 07-965-147. I call back the main number and once again speak with a customer service rep (Lester). Lester tells me that he will replace my</p> |

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| | <p>broken printer but then tell me that the printer is out of stock. He then tells me to order another item on epson store and he will refund my \$45 once I call him back after I order another item. He also tells me to return my broken C88+ printer and gives me a Fed-Ex slip for me to print via e-mail. I had bought a printer for the purpose of printing, and now they want me to print a packing slip to return a broken printer? Pluse I have to drop the broken printer to a Fed-Ex store that is not within close proximity from my location. I am furious at this system. I believe that they are purposely using deceitful tactics in their business. Their offered resolution had upset me even more.</p> |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | - |
| Complaint Info CRA Dispute Resolved | - |

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| Record 20 of 135 | |
| Reference Number | 13425173 |
| Created Date | 04/01/2008 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | RBROWN1 |
| Entered Date | 04/01/2008 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 03/28/2008 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Glasgow |
| Consumer Address, State Code | MT |
| Consumer Address, State Name | Montana |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 40 - 49 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 000 |
| Company Phone, Number | 0000000 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Unknown |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$0.00 |
| Complaint Info Amount Paid Method | Unknown |
| Complaint Info Amount Paid Value | \$0.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | (Product Name: Epson Stylus Photo R280) I want to file this complaint against Epson for distributing known to be defective printers, specifically Epson Stylus Color R280 from Christmas Season through Feb 08. Dozens of individuals have posted issues with these printers not working out of the box. Epson replaced these printers no questions asked. Epson had no interest in having original printer returned. Epson knowingly sold defective printers so that they would not have to recall or dispose of printers, but instead forced consumers to throw away these defective printers. Epson needs to be investigated for selling known to be defective merchandise. |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 21 of 135 | |
| Reference Number | 13494091 |
| Created Date | 04/09/2008 |
| Complaint Source | FTC Call Center |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | JSPINNATO |
| Entered Date | 04/09/2008 |
| Updated By | JSPINNATO |
| Updated Date | 04/09/2008 |
| Agency Contact | Phone |
| Complaint Date | |
| Transaction Date | 04/09/2008 |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Lancaster |
| Consumer Address, State Code | PA |
| Consumer Address, State Name | Pennsylvania |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | |
| Consumer Age range | 80 and Over |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | |
| Company Address, Country Name | |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Unknown |
| Complaint Info Initial Contact Date | 04/09/2008 |
| Complaint Info Initial Response Method | Unknown |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$0.00 |
| Complaint Info Amount Paid Method | Unknown |
| Complaint Info Amount Paid Value | \$0.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Consumer is complaining that Epson does not show any information about the amount (quantity) of ink left in the cartridge. No alt# or email given. |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 23 of 135 | |
| Reference Number | 13951704 |
| Created Date | 06/02/2008 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | WFRIDAY |
| Entered Date | 06/02/2008 |
| Updated By | JOB: Upd_internet_related |
| Updated Date | 06/03/2008 |
| Agency Contact | Internet |
| Complaint Date | 05/30/2008 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Centennial |
| Consumer Address, State Code | CO |
| Consumer Address, State Name | Colorado |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 70 - 79 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc |
| Company Address, Line 1 | P.O. Box 93012 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90809-3012 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Internet/E-mail |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | (Product Name: Printer CX4600) This printer was a Christmas gift 3 years ago. It was working fine until a preprogrammed command kicked in that causes lights to flash and the printer to stop working. Epson tells me it has a finite life span and will need service but that this would probably be too expensive so I need to buy a new one. If the printer isn't going to last more than 3 years I think the consumer should be made aware of that fact. |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 24 of 135 | |
| Reference Number | 19688260 |
| Created Date | 07/28/2008 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 07/28/2008 |
| Updated By | SLESLIE |
| Updated Date | 08/08/2008 |
| Agency Contact | Internet |
| Complaint Date | 08/08/2008 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Round Rock |
| Consumer Address, State Code | TX |
| Consumer Address, State Name | Texas |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 40 - 49 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 9228911 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | www.epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | I Initiated Contact |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | Other |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$500.00 |
| Complaint Info Amount Paid Method | Bank Account Debit |
| Complaint Info Amount Paid Value | \$500.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>I own an Epson color laser printer and their printer cartridges do not completely empty before flashing a message that they need to be replaced even though there is approximately 25 to 30% of the ink left in the cartridge and must be replaced before continuing to print. It does not allow you the option of making the determination on your own if the printer quality is poor or not. These ink cartridges also cannot be refilled by the consumer because there is an electronic chip inside which cannot be reset. I believe this is a fraudulent business practice. When I spend \$12 to \$15 on each cartridge (four are required), I should be able to determine when and if the cartridge needs to be changed by looking at the quality of the printing myself. The printer will not continue to print. Epson says the reason is because it will damage the printer heads. However, I spent \$120 on this printer and each time I replace the cartridges, I spend nearly \$60 just to replace the ink. Thank you.. PS9000: Epson America, Inc.</p> |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 25 of 135 | |
| Reference Number | 20046002 |
| Created Date | 08/25/2008 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 08/25/2008 |
| Updated By | JACOSTA |
| Updated Date | 09/03/2008 |
| Agency Contact | Internet |
| Complaint Date | 09/03/2008 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Beavercreek |
| Consumer Address, State Code | OH |
| Consumer Address, State Name | Ohio |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 30 - 39 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | EPSON INC |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | |
| Company Address, Country Name | |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | http://www.epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$175.00 |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | \$175.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>I bought an all-in-one printer (print, scan). The EPSON RX500 printer/scanner will not scan when the ink cartridges are low or empty. Mind you, the scanner cost about 170, and to replace the ink costs about \$90. So, either I buy more ink, or I can not scan, even though scanning has nothing to do with ink. You can see the conflict here. Either I pay \$90 for more ink or I can never use my scanner again.. PS9000: COMPUTER PERIPHIALS. UPDATE: 09/03/2008 Based on the information provided by the consumer corrections have been made on product service code, law violation and statute. (b)(6)</p> |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|--------------------------------------|
| Record 26 of 135 | |
| Reference Number | 20211749 |
| Created Date | 09/10/2008 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 09/10/2008 |
| Updated By | MRITZ |
| Updated Date | 11/03/2008 |
| Agency Contact | Internet |
| Complaint Date | 11/03/2008 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Plant City |
| Consumer Address, State Code | FL |
| Consumer Address, State Name | Florida |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |

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| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 60 - 64 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | US Epson, Inc. |
| Company Address, Line 1 | 3840 Kilrey Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 2905220 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | Epson.com |
| Company Rep First Name | Tech Support Rep |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | Tech Support Rep |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |

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| Complaint Info Amount Requested Value | \$99.00 |
| Complaint Info Amount Paid Method | Other Credit Card |
| Complaint Info Amount Paid Value | \$99.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | IIE |
| Complaint Info Law Violation Description | Defective Product\Poor Quality |
| Complaint Info Statute Code | ZZ |
| Complaint Info Statute Description | Magnuson-Moss Warranty Act |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | I purchased a Epson Stylus Cx9400Fax Series in February and it failed in June after little use. I contacted Tech Support and was give an replacement after putting up my credit card for \$134.00 to make the exchange. The second machine they sent did not work and again I contacted them sent the machine back and they replaced it . The third machine (after me having a computer specialist in to assist me and had him call on my behalf) does not work correctly. I was told by the Tech Reps that customer service would call and both times no one called. I have sent e-mails to Epson's site and they have made no one from the company has contacted me to help handle this issue.Thank You. PS9000: Scanner-Copier |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|--------------------------------------|
| Record 27 of 135 | |
| Reference Number | 20640490 |
| Created Date | 10/22/2008 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 10/22/2008 |
| Updated By | JHENDERSON |
| Updated Date | 11/26/2008 |
| Agency Contact | Internet |
| Complaint Date | 11/26/2008 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Brooklyn |
| Consumer Address, State Code | NY |
| Consumer Address, State Name | New York |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 20 - 29 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | |
| Company Address, Line 2 | PO Box 93012 |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 4637766 |
| Company Phone, Extension | |
| Company Email | webmaster@ea.epson.com |
| Company Website | www.epson.com |
| Company Rep First Name | Debbie ext. 1209 |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | Phone: 800/888 number |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| | <p>I purchased an Epson 2400 printer in late December 2007. I have encountered numerous problems with the product and Epson.1. I was entitled to a \$100 rebate. I mailed in all the appropriate forms by the due date, but never received the rebate. When I called about it, they said they would resend it. Again, I never received it. I called Epson and this time they said that I cashed the rebate check. I said that was impossible because I never received it. They said someone must have fraudulently cashed it. I asked them to mail me the cashed check with the fraudulent signature so I could contact the authorities and they agreed. I waited a month with no check in the mail. I called back and they said they would resend it. It never came. Then they said they would email it to me, which never happened. I spoke to Debbie at ext. 1209. The serial code for the printer is GMSE050529. I have yet to receive the rebate or proof that it had been cashed fraudulently.2. A few weeks after receiving my newly purchased printer, there was a technical error and technical support determined that I was entitled to a new printer. After a few weeks, that printer failed as well.3. Epson sent me a refurbished Epson 2400 as a replacement. After opening it, I found that it was dented and beaten up. I called them immediately</p> |

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| Complaint Info Comments | <p>because I purchased a new printer at full price, 2 failed, and I was given a used one that was beaten up. 4. They told me that the 2400 printer was discontinued and they agreed to send me the 2800 printer which replaced the 2400. When I received this one, it had an internal error which could not be fixed through technical support. Finally, in July 2008, they sent me another 2800 printer which (fingers crossed) has been working.5. In total, in the last 8 months, I have been through 5 printers. I returned all printers in a timely way, following all directions by Epson with regards to their return policy,etc.6. On October 14, 2008, to add injury to insult, I received a harrasing phone message from Epson(Norma#06-59923) who informed me that I failed to return the defective 2800 printer and was sending my name to a collection agency in 5 days. I called Norma back immediately to address this false accusation and to let her know that I returned all printers as they specified and to check with their FedEx tracking number. She found that she was wrong and did revoke the threat. In conclusion, as a loyal customer of Epson I had to jump hoops to get a working printer that I paid full price for. It has taken 8 months and I still don't have my rebate, which I feel I am entitled to. Throughout all of this I found Epson to be unorganized, rude, and incompetent. I had to rearrange my schedule to be home for the defective printers to be picked up. Several times the delivery people never showed up when they said they would. My experience with Epson has been a nightmare and has caused me loss of business productivity (I am a photograhper and the printer is essential to my work) as well as great stress and anxiety. I would still like Epson to send me my promised \$100 rebate. In addition, Epson needs to reevaluate how they treat customers and the quality of their products. In light of the horrific way this matter was handled, I think they should at the very least offer me a gift certificate as a consolation.Thank you.. PS9000: Epson America, Inc.</p> |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute | |

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| Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 28 of 135 | |
| Reference Number | 21325958 |
| Created Date | 01/06/2009 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 01/06/2009 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 01/06/2009 |
| Transaction Date | 12/29/2008 |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Suquamish |
| Consumer Address, State Code | WA |
| Consumer Address, State Name | Washington |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 50 - 59 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America |
| Company Address, Line 1 | |
| Company Address, Line 2 | P.O. Box 93012 |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 93012 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | www.epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Internet Web Site |
| Complaint Info Initial Contact Date | 12/29/2008 |
| Complaint Info Initial Response Method | Internet/E-mail |

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| Complaint Info Initial Response Date | 12/29/2008 |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$170.00 |
| Complaint Info Amount Paid Method | Discover Credit Card |
| Complaint Info Amount Paid Value | \$170.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | I purchased an Epson V500 Photo scanner from Office Depot. The advertising for this scanner on both the Office Depot and Epson America www site said it was Microsoft Windows Vista-compatible. After I received the product, I tried to install it on my Windows Vista computer only to have the included Adobe Photoshop Elements ver 4 software not install. When I contacted company via email support they said to call Adobe. I called Adobe, who stated that "Adobe does not support Photoshop Elements ver 4 that is bundled with the Epson V500 scanner." Epson will not respond to further email attempts or queries from me to provide me with a copy of Adobe Photoshop Elements that will work with Windows Vista.. PS9000: Computer and Peripheral Compatibility Other-Other Update |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

Record 29 of 135

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|--------------------------------------|--------------------------------------|
| Reference Number | 22083321 |
| Created Date | 03/18/2009 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 03/18/2009 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 03/18/2009 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Huntington Beach |
| Consumer | |

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|---|---------------|
| Address, State Code | CA |
| Consumer Address, State Name | California |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | b(6) |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |

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| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 50 - 59 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | SEIKO EPSON CORPORATION |
| Company Address, Line 1 | 3-3-5 Qwa |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Suwa |
| Company Address, State Code | 212 |
| Company | |

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| Address, State Name | Nagano |
| Company Address, Country Code | JPN |
| Company Address, Country Name | JAPAN |
| Company Address, ZIP Code | 392-8502 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | 8 |
| Company Phone, Area Code | 126 |
| Company Phone, Number | 6523131 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | http://www.epson.com/ |
| Company Rep First Name | Lish |
| Company Rep Middle Name | |
| Company Rep Last Name | unknown |
| Company Rep Salutation | |
| Company Rep Comments | unknown |
| Complaint | |

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| Info Initial Contact Method | I Initiated Contact |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | Other |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$0.00 |
| Complaint Info Amount Paid Method | Not Reported |
| Complaint Info Amount Paid Value | \$0.00 |
| Complaint Info Product Service Code | 3912 |
| Complaint Info Product Service Description | Internet Information & Adult Services |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint | |

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| Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | False misleading advertising on USA site page for Epson Artisan 800 All-in-One Printer; "tw paper"; does not state this function requires additional purchase of accessory device. Print to page is available for inspection; www.jhz-cs.com/special/epson/Epson%20Artisan%20800%20All-in-One%20Printer,%20O%20Information%20-%20Epson%20America,%20Inc..pdf (please note document is password "jhz-cs") Notified Epson rep "Lish" while discussing Epson Photo R200 printer defect; see k pertaining to ink issue. Espon is addressing this issue and hopefully the false advertising issue website, however, very low confidence this to be the case. |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

Record 30 of 135

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|--------------------------------------|--------------------------------------|
| Reference Number | 22124508 |
| Created Date | 03/23/2009 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 03/23/2009 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 03/23/2009 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Albert Lea |
| Consumer Address, State Code | MN |
| Consumer Address, State Name | Minnesota |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |

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| | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 80 and Over |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9813840 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | http://www.epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested | |

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| Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | IIE |
| Complaint Info Law Violation Description | Defective Product\Poor Quality |
| Complaint Info Statute Code | ZZ |
| Complaint Info Statute Description | Magnuson-Moss Warranty Act |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>I have 1 each of the R200 and R220 Printers. Neither one of them will print, with or without certified cartridges...I have set on up on a Computer that is NOT CONNECTED to the Internet. The machine seems like it is working but it spits outblank paper. Has anybody found the answer to make it work. It seems you have to be on the Internet to make it work because somehow itwill ask Epson to let you print a page or whatever.Have you heard of this situation..... It is any wonder that you do not sell too many cartridges. It worked fine on my online computer before August 14th 2007 but then all of a sudden it quit. so I bought a R220 that was in the local store and that would not even work at all.On the R200 when you check to work off line on the printer it will just sit there and accumulate the jobs on que and when you turn it on without being connected to the Internet it will seem to print but will spit out blank paper.When you find someone who is using either on of those printers and they are off line and workable i would like to meet them and find out just how theyare doing it. There has to be an answer to this problem. I think Epson has devised a system of communication between our computers and the company site that will send a que or permission to print signal to our computers. Don't laugh,</p> |

it worked fine before August 14th of 2007 and then the next day it did not work. Would appreciate knowing if you are having problems selling TO484 or whatever inks. I'm glad I don't have to purchase Chevrolet Gas to make my car run.....I really believe that they have devised a system to stop or let a machine work with internet communication. I thought that when you purchased any type of machine that it should work for the consumer without any further connection to the company other than for a Warranty type situation. They created a very good machine and after they spotted it they regretted selling it for such a cheap price. Right now they have in their own store a new machine that was marked for \$99.00 and they are selling it for \$49.00 If a person has to pay \$60.00 Plus for 6 cartridges they just can't afford to do their work and therefore will purchase another printer. The rich companies and just plain rich will pay no matter, but us little folks just can't afford it. Let's see just what can be done about it. I would appreciate it. Jim Berg, the old man from Minnesota.. PS9000: Epson Printers sold all over world Other-Other Update

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| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | f |
| Complaint Info CRA Dispute Resolved | f |

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|--------------------------------------|-----------------|
| Record 31 of 135 | |
| Reference Number | 22167151 |
| Created Date | 03/26/2009 |
| Complaint Source | FTC Call Center |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | |
| DNC? | N |
| Entered By | MPHILLIPS |
| Entered Date | 03/26/2009 |
| Updated By | |
| Updated Date | |
| Agency Contact | Mail |
| Complaint Date | 03/26/2009 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Cambridge |
| Consumer Address, State Code | MA |
| Consumer Address, State Name | Massachusetts |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Longbeach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Unknown |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | Unknown |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$66.00 |
| Complaint Info Amount Paid Method | Unknown |
| Complaint Info Amount Paid Value | \$66.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | MAIL:The consumer indicates that only Epson cartridges can used in Epson printer's. All four colors need to replaced if any one runs dry. The consumer is not able to print a hundred pages before they stop working. The consumer had to pay \$66.40 for these cartridges. The consumer thinks there should be a warning on the printer to warn the consumer of this before they purchase.The consumer did not provide an alternate phone, email or age range. |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

Record 32 of 135

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|--------------------------------------|-----------------|
| Reference Number | 22717000 |
| Created Date | 05/12/2009 |
| Complaint Source | FTC Call Center |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | |
| DNC? | N |
| Entered By | RMORRIS |
| Entered Date | 05/12/2009 |
| Updated By | |
| Updated Date | |
| Agency Contact | Phone |
| Complaint Date | 05/12/2009 |
| Transaction Date | 06/01/2008 |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | b(6) |
| Consumer Address, Line 3 | |
| Consumer Address, City | Santa Monica |
| Consumer Address, State Code | CA |
| Consumer Address, State Name | California |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |

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| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | |
| Company Address, Country Name | |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | I Initiated Contact |
| Complaint Info Initial Contact Date | 06/01/2008 |
| Complaint Info Initial Response Method | Phone: 800/888 number |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |

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| Complaint Info Amount Requested Value | \$0.00 |
| Complaint Info Amount Paid Method | Unknown |
| Complaint Info Amount Paid Value | \$0.00 |
| Complaint Info Product Service Code | 0808 |
| Complaint Info Product Service Description | Home Appliances |
| Complaint Info Law Violation Code | IIE |
| Complaint Info Law Violation Description | Defective Product\Poor Quality |
| Complaint Info Statute Code | ZZ |
| Complaint Info Statute Description | Magnuson-Moss Warranty Act |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Consumer reports shes had multiple problems with Epson printers. Consumer got one as a gift and it didn't work. She bought another and it doesn't work either. No alt# provided. |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 33 of 135 | |
| Reference Number | 23173620 |
| Created Date | 06/12/2009 |
| Complaint Source | Internet Crime Complaint Center |
| Originator Reference Number | I0906122039417801 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | IC3-USER |
| Entered Date | 06/12/2009 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 06/12/2009 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | b(6)v |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | PHOENIX |
| Consumer Address, State Code | AZ |
| Consumer Address, State Name | Arizona |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |

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| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 30 - 39 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Tiger Direct, Epson Exceed Your Vision |
| Company Address, Line 1 | 175 Ambassador Rd |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | NAPERVILLE |
| Company Address, State Code | IL |
| Company Address, State Name | Illinois |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 60540 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | mysteryshopper.ms67@yahoo.com |
| Company Website | |
| Company Rep First Name | Henry and Vince |
| Company Rep Middle Name | |
| Company Rep Last Name | Smith and Neil |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Email |

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| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | Not Reported |
| Complaint Info Amount Paid Value | \$2950.00 |
| Complaint Info Product Service Code | 9000 |
| Complaint Info Product Service Description | Other (Note in Comments) |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| | <p>ICCC Ref #:I0906122039417801. On sunday 6/7/2009 at 3:13am I recieved a return email from an employer in regards to a job i applied for off of Craig's List. His name is Henry Smith. The email is listed below: Dear (b)(6) We are pleased to confirm you're being employed by our firm in the capacity of Mystery Shopper in US. Our HR Managers have entered your information into our database. Your first assignment would be to run a survey on a prominent company in your area, which happens to be a Western Union outlet. The company would be disclosed to you later. The management and staff of western union has reported some lapses in the services rendered by the Management and staffs of this company. Their complains were based on reports which their customers forwarded anonymously, and Phone calls which were also made to the head office. The Western union location was reported for evaluation for the following reasons. I) Customers have reported their money missing ii) Slow services iii) Unbalanced exchange rate (Iv) Poor services (v) Rudeness to customers (vi)</p> |

Complaint Info Comments

Excess charge (vii) Late opening time and Closing before time. Your Secret Evaluation would be 1) To make a transfer of fund from this western union location to someone in the US or anywhere we prescribe which would be given to you, And the funds would be picked up at the exact location Which a customer reported her funds stolen from. 2) You would have to record the time at which you go to the location and how many minutes it took you to get service. You would be sent a payment which would cover your payment of \$250 for the duty. As soon as you receive the payment you would cash in at your bank, and deduct your \$250.00, and use the rest of the money for the services. 3) Upon receiving the funds, the locations address would be forwarded to you, and also the Name and address of whom the transfer would be made to. You would have to keep a comprehensive report on every activity you carry out. 4) You would also provide me with the name of the cashier that attended to you. A swift acknowledgment of the receipt of this email will be appreciated in order to make our client's Account payable officer prepare funds for this activity and get the payment sent out to you ASAP. Thanks for Your Total Understanding and Co-operation. Regards Henry Smith Mystery Shoppers, Inc. Director (Human Resources & STAFFING) Delivering simple solutions and achievable customer satisfaction! After receiving this email, I responded and let Henry Smith know I was interested in being a mystery shopper. Today 6/12/2009 my door bell rang at 9:35 am. It was the UPS man with a envelope. I opened the envelope and the only thing inside was a check. Epson Exceed Your Vision 204 West Ave, New Castle, DE. 19720. Routing and account number 031100209 39124609 6440703 it was addressed to me, and the check number is 6440703. The amount of the check is for \$ 2950.00. the signer on the check is a Vince Neil, it appears to be a real signature. I was told in the email listed above that if I would cash this check at my bank, then I would need to wire them all the money back less \$250 for me to keep for my job assignment. I am not sure how they obtained my personal information unless it was through my resume online. But now my wife is very scared, as

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| | <p>she has gone through Identity theft 2 times in the last 9 years. She is also very frightened as to they have our personal home address. Again the check arrived in a UPS envelop on the envelop it is marked URGENT and was sent over night. the Date of shipment is 6/11/ also on the reciept that has the address, it was sent from Tiger Direct 175 Ambassador Rd. Naperville Il. 60517. The UPS account that it was shipped from is 6F8871. There is no persons name on it that sent it only the business name. They sent it to me at my personal address. it was also sent next day. the bar code number is J223 3</p> |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 34 of 135 | |
| Reference Number | 23228025 |
| Created Date | 06/29/2009 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 06/29/2009 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 06/29/2009 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | York |
| Consumer Address, State Code | PA |
| Consumer Address, State Name | Pennsylvania |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | epson.com |
| Company Address, Line 1 | |
| Company Address, Line 2 | po box 49340 |
| Company Address, Line 3 | |
| Company Address, City | strongsville |
| Company Address, State Code | OH |
| Company Address, State Name | Ohio |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 44149 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 865 |
| Company Phone, Number | 2767200 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>I submitted a rebate for \$75.00 for purchase of epson stylus r280 and digital camera on 12/20/2007 and have not received the rebate. I followed up with the company on 3/25/08 and did not hear anything back. rebate offer: epson bundle \$75 rebate EP718 My address has since changed to (b)(6) (b)(6) York PA (b)(6) PS9000: rebate Other-Other Update</p> |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 35 of 135 | |
| Reference Number | 23286194 |
| Created Date | 07/06/2009 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 07/06/2009 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 07/06/2009 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | San Diego |
| Consumer Address, State Code | CA |
| Consumer Address, State Name | California |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 65 - 69 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | EPSON Printers |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>We are being OVERCHARGED for printer cartridges.My printer is an EPSON, but this is a problem with EVERY printer manufacturer out there. The prices are outrageous.I believe...they are manufactured to BE DEFECTIVE.The Inkjet cartridges don't last long at all.....I print less than 10 pages a month and YET the cartridges run out of ink, about 3 months after installation.This is NOT a new problem and I've heard this complaint from many people who own a home printer!FRANKLY I CAN'T BELIEVE THIS HAS BEEN OVERLOOKED BY THE FTC!This is disgraceful. PLEASE look into this..</p> <p>PS9000: EPSON Inkjet Printer Cartridges Other-Other Update</p> |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 36 of 135 | |
| Reference Number | 24221824 |
| Created Date | 10/05/2009 |
| Complaint Source | FTC Call Center |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | |
| DNC? | N |
| Entered By | EQUINONEZ |
| Entered Date | 10/05/2009 |
| Updated By | |
| Updated Date | |
| Agency Contact | Phone |
| Complaint Date | 10/05/2009 |
| Transaction Date | 10/02/2009 |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Miami |
| Consumer Address, State Code | FL |
| Consumer Address, State Name | Florida |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |

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| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson Mobile |
| Company Address, Line 1 | P O Box 688940 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Des Moines |
| Company Address, State Code | IA |
| Company Address, State Name | Iowa |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 50368 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 3444355 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | I Initiated Contact |
| Complaint Info Initial Contact Date | 10/02/2009 |
| Complaint Info Initial Response Method | Unknown |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |

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| Complaint Info Amount Requested Value | \$0.00 |
| Complaint Info Amount Paid Method | Not Reported |
| Complaint Info Amount Paid Value | \$0.00 |
| Complaint Info Product Service Code | 2901 |
| Complaint Info Product Service Description | Credit Cards |
| Complaint Info Law Violation Code | TR11 |
| Complaint Info Law Violation Description | TSR: Other Deception or Abuse (note in comments) |
| Complaint Info Statute Code | TR |
| Complaint Info Statute Description | Telemarketing Sales Rule |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Consumer states that he consolidated his debts and a payment of \$44 a month is been sent to this company and they are adding \$39 more a month. Consumer contacted the company and was told that is because they are only getting \$44 a month. |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 37 of 135 | |
| Reference Number | 24354361 |
| Created Date | 10/18/2009 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 10/18/2009 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 10/18/2009 |
| Transaction Date | 09/28/2009 |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Merritt Island |
| Consumer Address, State Code | FL |
| Consumer Address, State Name | Florida |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |

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| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 65 - 69 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | EPSON AMERICA |
| Company Address, Line 1 | 510 S. WEST AVENUE |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | WAUKESHA |
| Company Address, State Code | WI |
| Company Address, State Name | Wisconsin |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 53183 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 2761311 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | http://www.epson.com |
| Company Rep First Name | Jefferson |
| Company Rep Middle Name | |
| Company Rep Last Name | Wells |
| Company Rep Salutation | |
| Company Rep Comments | Unclaimed property : REF: |
| Complaint Info Initial Contact Method | Internet/E-mail |

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| Complaint Info Initial Contact Date | 09/28/2009 |
| Complaint Info Initial Response Method | Mail |
| Complaint Info Initial Response Date | 09/28/2009 |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDMIEC5 |
| Complaint Info Law Violation Description | Deception/Misrepresentation\Failure to Honor Refund Policy |
| Complaint Info Statute Code | PIZZ |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP)\Magnuson-Moss Warranty Act |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Purchased the Epson Perfection in 2000 and sent in rebate offer. Have not received any response until I received a letter dated September 28, 2009, stating Epson was holding my rebate (check number 1188204) in the amount of \$50.00, and that I had to respond no later than October 19, 2009. I called (telephoned)Epson to see if this was a scam and was told it was not a scam. I signed and mailed the form letter back to Epson well before the deadline date. Haven't heard from Epson since I sent the signed form. If Epson had by rebate claim form (they sent me a letter)since the year 2000, why did they wait almost 10 years to contact me about the rebate and give me ten days to respond? (This smells like skirting the law). |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|--------------------------------------|
| Record 38 of 135 | |
| Reference Number | 24983397 |
| Created Date | 12/26/2009 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 12/26/2009 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 12/26/2009 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Woodinville |
| Consumer Address, State Code | WA |
| Consumer Address, State Name | Washington |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |

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| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 65 - 69 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | 5629813840 |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | 2452 |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9813840 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | www.epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |

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| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDMIEC4 |
| Complaint Info Law Violation Description | Deception/Misrepresentation\Defective/Poor Quality |
| Complaint Info Statute Code | PIZZ |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP)\Magnuson-Moss Warranty Act |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| | <p>I purchased an Epson Artisan 800, in December 2008. It has worked perfectly until this week. It now displays an error, "the ink pads are at the end of it's service life" and the printer is inoperative. contacting Epson and on their web site, they recommend I buy a new printer, as service would exceed the cost of a new printer. After researching on the Internet, it appears Epson has a number of situations in which their software makes the printer inoperable. I.e., number of pages printed; number of times the heads have been cleaned, etc. None of these affect the operation of the printer, but cause the printer to become inoperable and operation cannot be restored by the user (owner of the</p> |

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| Complaint Info Comments | <p>printer). Epson's policies seem like i have rented the printer not purchased it. No place in Epson's pre-sale documents are these policies to make the printer inoperable spelled out. No place in Epson's pre-sale documents are there statements saying the printer will become inoperable after printing a certain number of pages, or after cleaning the heads a certain number of times. In the support area of Epson web site, it says, "Epson shuts the printer down because they don't want less than perfect print quality." It seems to me this should be up to the owner. After all I bought the printer, I didn't lease or rent it. Since i had just purchased an accessory and had \$200 of ink for this printer on hand, i had no choice but to purchase a new printer. Deceptive marketing practices at Epson. I bought the printer, i didn't rent it.</p> |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 39 of 135 | |
| Reference Number | 25039230 |
| Created Date | 12/01/2009 |
| Complaint Source | Internet Crime Complaint Center |
| Originator Reference Number | I0912011653417881 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | IC3-USER |
| Entered Date | 12/01/2009 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 12/01/2009 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | GRAND PRAIRIE |
| Consumer Address, State Code | TX |
| Consumer Address, State Name | Texas |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |

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| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 50 - 59 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | BestBuy.Com Intelius.Com US Search ZAP.Com EPSON |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | |
| Company Address, Country Name | |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 888 |
| Company Phone, Number | 2378289 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Other |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |

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| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | Not Reported |
| Complaint Info Amount Paid Value | \$761.43 |
| Complaint Info Product Service Code | 2901 |
| Complaint Info Product Service Description | Credit Cards |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | ICCC Ref #:I0912011653417881. Someone did a online purchases without my consent on 11/30/09 and 12/01/09. |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 40 of 135 | |
| Reference Number | 25079554 |
| Created Date | 01/08/2010 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 01/08/2010 |
| Updated By | DPEREZ |
| Updated Date | 01/08/2010 |
| Agency Contact | Internet |
| Complaint Date | 01/08/2010 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Brooklyn |
| Consumer Address, State Code | NY |
| Consumer Address, State Name | New York |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |

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| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 50 - 59 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 2761311 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | http://epson.com |
| Company Rep First Name | J, illy Gilfoil, and |
| Company Rep Middle Name | |
| Company Rep Last Name | Tami Nolan, Beverly Bernb |
| Company Rep Salutation | |
| Company Rep Comments | Unknown |
| Complaint Info Initial Contact Method | Internet Web Site |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | Phone: 800/888 number |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |

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| Complaint Info Amount Requested Value | \$129.00 |
| Complaint Info Amount Paid Method | Visa Credit Card |
| Complaint Info Amount Paid Value | \$129.00 |
| Complaint Info Product Service Code | 9000 |
| Complaint Info Product Service Description | Other (Note in Comments) |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>After selecting an item on the Epson web site I purchased it. The card I used cleared the bank, and the proceeds were debited from my account. The Merchant's store personnel was rude, hostile, and ultimately told me that they were never going to send me the printer. The Epson and/or Epson store personnel refused to sell the printer to me, ultimately alleging that there system received an error message reading the card. After numerous phone calls to the bank, and Visa; and after Epson personnel spoke with the bank at length, and the bank answered all of their questions in verifying the account, Epson still refused to honor the card and/or sell me the printer. Epson cancelled the transaction, although initially alleging that it was the bank. The bank gave me and Epson the Approval number for the transaction in taking the funds from my account, and giving it to Epson. Subsequently, Epson returned the money to the bank, with no explanation or reason given other than "their system couldn't process the payment. I ask Epson to send the printer COD via their Fed Ex carrier, Epson refused. Epson discriminated against me in refusing to sell me the printer. PS9000: Epson Artisan Printer UPDATE:01/08/2010 Consumer was calling to know what we do with the complaint.DPEREZ</p> |
| Complaint Info CRA Dispute Flag | N |

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| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 41 of 135 | |
| Reference Number | 25235001 |
| Created Date | 01/28/2010 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 01/28/2010 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 01/28/2010 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Westminster |
| Consumer Address, State Code | CO |
| Consumer Address, State Name | Colorado |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 50 - 59 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson Printers/Apple Software interface |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>I am a 100% service-connected disabled veteran. I have produced over 120 war veteran interviews for The Veterans History Project Library of Congress. No Charge. I support, at no charge, many video productions for Government, non-profit, and civic requests. In producing a gift DVD to the Veteran or Organization I use Epson printers that both print page stock paper and prints to CD/DVD labels. This is a quality and affordable process. Since Apple went to the Intell Chip and into the Leopard Operating System, the Print to CD/DVD no longer operates. There has been many hours trying to get this corrected. My time has been many hours talking to Eastern World techs. When seeking downloads to correct the communication between Apple and Epson I am advised to buy the latest printers. I owned the Epson R200 and replaced it with the Epson R380. Now they are "Suggesting" another purchase. Being on a disability income and supporting the community at my expense this is inexcusable. I request that the powers within your area-of-operations look at this consumer driven problem. When my system operated without problems, why is it my expense to upgrade between manufacturers.</p> |
| Complaint Info CRA Dispute Flag | N |

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| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 42 of 135 | |
| Reference Number | 25260204 |
| Created Date | 02/01/2010 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 02/01/2010 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 02/01/2010 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Charlotte |
| Consumer Address, State Code | NC |
| Consumer Address, State Name | North Carolina |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 65 - 69 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | SEIKO EPSON CORPORATION |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>I use an EPSON printer Stylus C64. Ink for this printer is very expensive and the printer is made so that one must replace all 4 units (black and 3 colors)even if replacement of the colors is unnecessary. EPSON has made the printer so that, though it is possible to purchase a generic cartridge that fits, the printer refuses to recognize it. All other printers that I have used will allow the use of generic cartridges or to use a re-fill service. EPSON has closed the market for the use of any except their own expensive brand, of which one must purchase in bulks of 4.I see this to be a very unfair practice; monopolistic as well as extortionist. EPSON ink cartridges are the most expensive for home printers. This is my second purchase of this brand printer and I did not have this problem with my previous one.I am a senior citizen on a fixed income (SS benefits). I need the use of my printer and find this practice of EPSON to not be in the consumer's interest and I think the company should be admonished. Please have this unfair and indeed unethical practice looked into.Thank you (b)(6)</p> <p>(b)(6)</p> |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |

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| Complaint Info | CRA Dispute | |
| Resolved | | |

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| Record 44 of 135 | |
| Reference Number | 25518369 |
| Created Date | 02/22/2010 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 02/22/2010 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 02/22/2010 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Pomona |
| Consumer Address, State Code | CA |
| Consumer Address, State Name | California |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |

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| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 70 - 79 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America,INC. |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | MS6-43 |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | 9941 |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 2905254 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | Epson.com |
| Company Rep First Name | Elizabeth |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Phone |

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| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | Answer cold call |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDMIEC5 |
| Complaint Info Law Violation Description | Deception/Misrepresentation\Failure to Honor Refund Policy |
| Complaint Info Statute Code | PIZZ |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP)\Magnuson-Moss Warranty Act |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | I sent a rebate form in to Epson,P.O. box 49549 Strongville, Oh.44149-0549 requesting \$200.00 rebate. It was sent timely 11/02/09 It was for a inkjet printer Epson stylus photo 2880 serial KFFE007736. I have a copy of all paper work and proof of mailing. They keep telling me it is in process but no check is ever sent. |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 45 of 135 | |
| Reference Number | 25726998 |
| Created Date | 03/14/2010 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 03/14/2010 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 03/14/2010 |
| Transaction Date | 12/22/2009 |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Port Townsend |
| Consumer Address, State Code | WA |
| Consumer Address, State Name | Washington |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |

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| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 70 - 79 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | epson america incorporated |
| Company Address, Line 1 | 3840 kilroy airport way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | long beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | www.epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |

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| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Internet (Other) |
| Complaint Info Initial Contact Date | 12/22/2009 |
| Complaint Info Initial Response Method | Unknown |
| Complaint Info Initial Response Date | 12/22/2009 |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$3995.00 |
| Complaint Info Amount Paid Method | Visa Credit Card |
| Complaint Info Amount Paid Value | \$3995.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDMIEC4 |
| Complaint Info Law Violation Description | Deception/Misrepresentation\Defective/Poor Quality |
| Complaint Info Statute Code | PIZZ |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP)\Magnuson-Moss Warranty Act |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Ink cartridges for the Epson CX6000 ink jet printer cost a great deal -- \$39.95 for the set of color cartridges and an additional \$20+ for the black one. The Epson printer reports when these are nearly expended. There can't be much ink in these cartridges because they are empty after very little use. There is no way of knowing how much ink is actually put in these very expensive cartridges There should be!!! |
| Complaint Info CRA Dispute Flag | N |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute | |

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| Resolved | | |
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| Record 46 of 135 | |
| Reference Number | 26311928 |
| Created Date | 05/03/2010 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 05/03/2010 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 05/03/2010 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | |
| Consumer Address, State Code | |
| Consumer Address, State Name | |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | sieko epson corporation |
| Company Address, Line 1 | 3-3-5 Owa, |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | suwa |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | JPN |
| Company Address, Country Name | JAPAN |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | www.epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$0.00 |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Epson designs their NX400 printers so that one has to keep buying color ink cartridges even though one never prints color documents..I feel this is a premeditated business tactic to get consumers to buy unneeded cartridges to their profit..... |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 47 of 135 | |
| Reference Number | 26461385 |
| Created Date | 05/17/2010 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 05/17/2010 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 05/17/2010 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | |
| Consumer Address, Line 2 | b(6) |
| Consumer Address, Line 3 | |
| Consumer Address, City | Hobe Sound |
| Consumer Address, State Code | FL |
| Consumer Address, State Name | Florida |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9813840 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | www.epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>This complaint concerns the labeling of ink cartridges. Epson does not show the amount of ink in their cartridges. They estimate their cartridges will print a certain number of pages, which is a subjective measure. They should be required to print the liquid quantity of ink on the packaging. HP and Canon print the ink quantity in milli-liters. I received an email from Epson in response to my request for ink quantity information. The email claims Epson does not provide this information. This would be similar to purchasing gasoline and having the pump display an estimate of miles you might be able to travel instead of displaying the quantity of gasoline. In summary ink cartridge manufacturers should be required to print the liquid quantity of ink on the ink cartridge packaging. Thank you for your time. (b)(6)</p> |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 48 of 135 | |
| Reference Number | 26709449 |
| Created Date | 06/11/2010 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 06/11/2010 |
| Updated By | CRSS\bayala |
| Updated Date | 06/16/2010 |
| Agency Contact | Internet |
| Complaint Date | 06/11/2010 |
| Transaction Date | 06/01/2009 |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Colorado Springs |
| Consumer Address, State Code | CO |
| Consumer Address, State Name | Colorado |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 60 - 64 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CO |
| Company Address, State Name | Colorado |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9813840 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | www.epson.com |
| Company Rep First Name | Roger |
| Company Rep Middle Name | |
| Company Rep Last Name | Steele |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Internet (Other) |
| Complaint Info Initial Contact Date | 06/01/2009 |
| Complaint Info Initial Response Method | Internet/E-mail |

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| Complaint Info Initial Response Date | 06/01/2009 |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$3350.00 |
| Complaint Info Amount Paid Method | American Express Credit Card |
| Complaint Info Amount Paid Value | \$3350.00 |
| Complaint Info Product Service Code | 0808 |
| Complaint Info Product Service Description | Home Appliances |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>The Epson projector I purchased comes with a three year warranty. Upon receipt of the projector I registered the unit, including the serial number, as requested per the warranty section of the owners manual. I received a confirming E-mail that the unit was successfully registered. After only 70 hours of use, the projector failed. When I submitted the unit for warranty repair, Epson stated that they were not going to honor the warranty because the serial number was not in their database. Epson does not stand behind their products. I would be ashamed that my product could last only 70 hours and I would take corrective action to alleviate exposure. Evidently not Epson. I think they knowingly sold unserialized latent defective product to a third party that would dumped it into the market. Epson has not offered an explanation. I'm doing everything possible to bring this to the attention of the home theater industry.. PS9000: Consumer Electronics Other-Other Update</p> |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 49 of 135 | |
| Reference Number | 27488165 |
| Created Date | 08/28/2010 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 08/28/2010 |
| Updated By | CRSS\pwilliamson |
| Updated Date | 09/08/2010 |
| Agency Contact | Internet |
| Complaint Date | 08/28/2010 |
| Transaction Date | 08/29/2010 |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Boca Raton |
| Consumer Address, State Code | FL |
| Consumer Address, State Name | Florida |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 70 - 79 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America Inc |
| Company Address, Line 1 | 3840 Kilroy Airport way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9813840 |
| Company Phone, Extension | |
| Company Email | Epson@Hotmail.com |
| Company Website | Epson.com |
| Company Rep First Name | unknown |
| Company Rep Middle Name | |
| Company Rep Last Name | unknown |
| Company Rep Salutation | |
| Company Rep Comments | unknown |
| Complaint Info Initial Contact Method | Internet/E-mail |
| Complaint Info Initial Contact Date | 08/29/2010 |
| Complaint Info Initial Response Method | Internet/E-mail |

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| Complaint Info Initial Response Date | 08/29/2010 |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$0.00 |
| Complaint Info Amount Paid Method | Not Reported |
| Complaint Info Amount Paid Value | \$0.00 |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | I own an Epson All In One printer copier model workforce 500. I purchased ink from an on line supplier, but after installing it, the machine will not make copies or print from the computer. It says " ink cartridges unrecognized ". I believe that Epson by manufacturing machines that will not work with competitive ink supplies is in contravention of the "Restraint of Trade" laws ". This is comparable to copy machine manufacturers demanding that you only buy paper from them .This has already been shown to be illegal.The company ignored my complaint and just said I MUST use Epson brand ink.This abuse of the consumer should be stopped immediately. PS9000: All in one copierand printer Other-Other Update |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|--------------------------------------|
| Record 50 of 135 | |
| Reference Number | 28583790 |
| Created Date | 12/16/2010 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 12/16/2010 |
| Updated By | CRSS\mphillips |
| Updated Date | 01/06/2011 |
| Agency Contact | Internet |
| Complaint Date | 12/16/2010 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | b(6) |
| Consumer Address, Line 3 | |
| Consumer Address, City | East Hartford |
| Consumer Address, State Code | CT |
| Consumer Address, State Name | Connecticut |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |

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| | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America Inc |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9813840 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | www.epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | Phone: 800/888 number |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |

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| Complaint Info Amount Requested Value | \$0.00 |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | IIE |
| Complaint Info Law Violation Description | Defective Product\Poor Quality |
| Complaint Info Statute Code | TRIZZ |
| Complaint Info Statute Description | Telemarketing Sales Rule\Magnuson-Moss Warranty Act |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Epson routinely has performance problems with their Workforce series copy/fax/printer machines. They attempt to pass off recondition in place of the faulty machines that they sell. I would like to file a formal complaint about their deceptive business practices and faulty merchandise. They routinely want to exchange faulty equipment with recondition faulty equipment. Other-Other Update |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|--------------------------------------|
| Record 51 of 135 | |
| Reference Number | 28616564 |
| Created Date | 12/18/2010 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 12/18/2010 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 12/18/2010 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Austin |
| Consumer Address, State Code | TX |
| Consumer Address, State Name | Texas |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |

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| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 20 - 29 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |

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| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$50.00 |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | \$50.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDMIEC4 |
| Complaint Info Law Violation Description | Deception/Misrepresentation\Defective/Poor Quality |
| Complaint Info Statute Code | PIZZ |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP)\Magnuson-Moss Warranty Act |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | They sell print cartridges that expire after 6 months, even though they're perfectly usable within those 6 months. This should be illegal, and it's just plain wrong. |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 52 of 135 | |
| Reference Number | 28637848 |
| Created Date | 12/21/2010 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 12/21/2010 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 12/21/2010 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Macon |
| Consumer Address, State Code | GA |
| Consumer Address, State Name | Georgia |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | epson |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>the epson printer i purchased will not print AT ALL when any ONE of the ink cartridges is low. this renders the machine useless UNLESS and UNTIL i purchase more of the company's product, which I otherwise do not need. I could print in all black-and-white, say, but this simple and rightful operation of the machine is blocked by their technology, forcing the consumer to buy "magenta," say, which is not needed for a simple copy. this holds the consumer hostage, his having purchased in good faith a product that is now inoperable without the purchase of unnecessary supplementary product. customer support confirmed that this is their policy and offered no relief. this seems utterly wrong and is an extortion of sorts, completely unnecessary, and unfair to the consumer. please consider this case.</p> |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 53 of 135 | |
| Reference Number | 28640220 |
| Created Date | 12/21/2010 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 12/21/2010 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 12/21/2010 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Houston |
| Consumer Address, State Code | TX |
| Consumer Address, State Name | Texas |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |

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| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 40 - 49 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | epson_store_rma@mailca.custhelp.com |
| Company Website | http://www.epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | I Initiated Contact |

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| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | Internet/E-mail |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$39.00 |
| Complaint Info Amount Paid Method | MC Cash Advance |
| Complaint Info Amount Paid Value | \$39.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>The Epson Store Clearance section is advertising a Workforce 315 printer, using a "wi-fi" symbol and "Wireless networking capability" in the description. Only upon receipt is it revealed that this is accomplished by connecting the printer to a wireless router via ethernet cable! Due to my hardware limitations, I needed a wireless printer, so ordered it -- believing it to be wireless. Upon receipt and setup, I quickly became aware that was not what I'd expected, and returned it to the box. I contacted Epson for a return RMA, but was told that they do not accept returns of refurbished merchandise -- even though I made clear that I ordered it believing it to be wireless, based upon their misleading description. Since, I have contested the matter with my bank, and was given a credit. My aim, by reporting this to the FTC, is to have Epson remove the "wi-fi" and "wireless" description of this printer, as there is nothing wireless about a device that requires a cable for data throughput. I cannot be the only one who</p> |

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| | purchased this device based upon an obviously misleading description. |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 54 of 135 | |
| Reference Number | 29138855 |
| Created Date | 02/09/2011 |
| Complaint Source | FTC Call Center |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | |
| DNC? | N |
| Entered By | SLESLIE |
| Entered Date | 02/09/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | Mail |
| Complaint Date | 02/09/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Morris Plains |
| Consumer Address, State Code | NJ |
| Consumer Address, State Name | New Jersey |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | |
| Company Address, Country Name | |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Unknown |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | Unknown |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$0.00 |
| Complaint Info Amount Paid Method | Unknown |
| Complaint Info Amount Paid Value | \$0.00 |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | MAIL: Complaint forwarded by NJ Attorney General. Consumer wrote to file a complaint against Epson America. Consumer states that the company withholds how much ink you are actually paying for. |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | N |
| Complaint Info CRA Dispute Resolved | N |

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| Record 55 of 135 | |
| Reference Number | 29896336 |
| Created Date | 04/01/2011 |
| Complaint Source | FTC Call Center |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | |
| DNC? | N |
| Entered By | RLOY |
| Entered Date | 04/01/2011 |
| Updated By | MMCGOVERN |
| Updated Date | 05/13/2011 |
| Agency Contact | Phone |
| Complaint Date | 05/13/2011 |
| Transaction Date | 03/28/2011 |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Dime Box |
| Consumer Address, State Code | TX |
| Consumer Address, State Name | Texas |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America Inc |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 2764382 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Phone |
| Complaint Info Initial Contact Date | 03/28/2011 |
| Complaint Info Initial Response Method | Phone: 800/888 number |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$0.00 |
| Complaint Info Amount Paid Method | Unknown |
| Complaint Info Amount Paid Value | \$0.00 |
| Complaint Info Product Service Code | 9000 |
| Complaint Info Product Service Description | Other (Note in Comments) |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | consumer called to report that he purchase a fax machine form this company about nine months ago. Consumer says the fax machine is not working. It shows no ink but when checks the machine it has ink. Consumer called the company and was told that they would exchange the machine but not refund his money. Consumer was instructed to return the machine and they told him they need his debit card number to hold. The consumer says the warranty says they would exchange or fix the machine and he should not be charged for labor.UPDATE 05-13-2011 Consumer rambled MMCGOVERN |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | N |
| Complaint Info CRA Dispute Resolved | N |

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| Record 56 of 135 | |
| Reference Number | 30742198 |
| Created Date | 05/23/2011 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 05/23/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 05/23/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Austin |
| Consumer Address, State Code | TX |
| Consumer Address, State Name | Texas |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | PO Box 49280 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Strongsville |
| Company Address, State Code | OH |
| Company Address, State Name | Ohio |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 44149 |
| Company Address, ZIP Code Extension | 0280 |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 2776187 |
| Company Phone, Extension | 0000 |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | I Initiated Contact |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$545.00 |
| Complaint Info Amount Paid Method | Visa Credit Card |
| Complaint Info Amount Paid Value | \$545.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>On 12042010 I purchased an ink jet printer from Precision Camera, Austin, TX, on the basis of a generous rebate offer by the manufacturer, Epson America, Inc. The rebate stated that the printer had to be purchased by 12042010, which it was. The rebate stated that the rebate form and attendant documentation had to be postmarked no later than 30 days from the date of purchase the rebate was in fact mailed 24 days later on 12282010. On 02282011 I contacted the rebate center and was advised the rebate was rejected on 1192011 but no reason was offered. The following week I received a voice message on my office phone system, at which time the caller stated that there had been an error processing the rebate and that the rebate had been approved and would be funded in 4 to 6 weeks. On 04282011 I recontacted the rebate center in order to determine the status of the payment. I was advised that instructions authorizing payment had been forwarded to CityBank. As of 05232011 it has been 146 days since the submittal of the rebate form and related documents and I have not received the rebate payment, nor have I received any written communication whatsoever from Epson America, Inc., or any party on their behalf, in regard to the rebate.</p> |

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| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 57 of 135 | |
| Reference Number | 31153052 |
| Created Date | 06/19/2011 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 06/19/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 06/19/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Los Angeles |
| Consumer Address, State Code | CA |
| Consumer Address, State Name | California |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson Printers |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | My complaint is unfair business practice for Espon printers. I feel is border line fraud. When you buy Epson all in one (printscanfax) printers you can not use ANY function unless you have full printer cartridges in the printer. Even if you are only sending a fax, the machine WILL NOT WORK WITHOUT FULL printer cartridge. It is ridiculous to lock down the entire machine as a way to force us to buy cartridges....had I known about this feature I would have never bought an Epson, and now I cant return it. |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 58 of 135 | |
| Reference Number | 31303099 |
| Created Date | 06/29/2011 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 06/29/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 06/29/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Terre Haute |
| Consumer Address, State Code | IN |
| Consumer Address, State Name | Indiana |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | www.epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | Mail |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | After four months \$200 rebate was never paid. Compnay is not responding to calls. |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 59 of 135 | |
| Reference Number | 31420570 |
| Created Date | 07/07/2011 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 07/07/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 07/07/2011 |
| Transaction Date | 07/07/2011 |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Sandy |
| Consumer Address, State Code | UT |
| Consumer Address, State Name | Utah |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |

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|---------------------------------------|-----------------------|
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | EPSON AMERICA |
| Company Address, Line 1 | 2350 EAST STAFFORD RD |
| Company Address, Line 2 | SUITE 191 |
| Company Address, Line 3 | |
| Company Address, City | PLAINFIELD |
| Company Address, State Code | IN |
| Company Address, State Name | Indiana |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 46168 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 2764382 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | PAUL |
| Company Rep Middle Name | |
| Company Rep Last Name | RYAN |
| Company Rep Salutation | |
| Company Rep Comments | CUST HELP |
| Complaint Info Initial Contact Method | I Initiated Contact |

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| Complaint Info Initial Contact Date | 07/07/2011 |
| Complaint Info Initial Response Method | Other |
| Complaint Info Initial Response Date | 07/07/2011 |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$0.00 |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | \$0.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDMIEC3 |
| Complaint Info Law Violation Description | Deception/Misrepresentation\Failure to Honor Warranty or Guarantee |
| Complaint Info Statute Code | PIZZ |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP)\Magnuson-Moss Warranty Act |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>warranty on GTS 50 scanner - required hold on credit card for up to 72 hours after faulty equipment received - would not tell amount they would hold- spoke with 3 people - other option use own packaging - replacement not shipped before faulty equipment recd est down time 2 + weeks - Per Martina (Epson employee in charge of decisions - cANNOT WAIVE HOLD ON CC FOR FASTER SERVICE - BUT UNABLE TO GIVE AMOUNT THAT WOULD BE HELD. Asked her 3 times is she was a Epson employee and had authority to mediate complaint - she answered in the affirmative 3 timesI have hade equipment failure with both HP and Dell and both times replacement was immediately sent and defective equipment shipped back in box with no hold on credit card nor wait to receive defective equipment before shipping replacement.Epson demands collateral but I must trust their veracity and blindly send them my equipment without a guarantee they will replace of even</p> |

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| | acknowledge receipt of faulty machine and be without the machine for over 2 weeks - thus infringing on my ability to conduct my business |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|--------------------------------------|
| Record 61 of 135 | |
| Reference Number | 31711697 |
| Created Date | 07/28/2011 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 07/28/2011 |
| Updated By | SHAREWOOD |
| Updated Date | 08/12/2011 |
| Agency Contact | Phone |
| Complaint Date | 08/12/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Hilliard |
| Consumer Address, State Code | OH |
| Consumer Address, State Name | Ohio |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |

| | |
|---|---------|
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 60 - 64 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org Consumer Military | |

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|---|---|
| Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | 384081 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | http://www.epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |

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|--|---|
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| | Epsons Workforce 630 printer is a high-quality scanner, black and white printer, color printer, and a fax machine. We purchased Epson printers because they are good printers. We use them for all the purposes mentioned above at all of our |

Complaint Info
Comments

companies. Ninety-nine percent of our documents are printed in black & white, 1 are printed in color. One of our printers black ink cartridge recently ran out of ink as did one of the three color cartridges in the same printer. Since we had no intention of printing any documents in color anytime soon, and the fact that color cartridges are expensive, we only replaced the black cartridge. We installed it according to instruction. When we tried to print a black & white document a dialog box told us that we were out of color ink in one of our cartridges. We bypassed the message. We then moved on to print our black & white document. The printer no longer worked. I called Epsons help desk. The help desk professional tried to help me. As it turns out, there is a way to set the printer so that it does not shut down in black & white mode when running out of color ink. This, however, IS NOT the default setting of the printer as sold or delivered. When the help desk professional walked me through trying to fix the problem, the process did not work. I was asked to hold the line. When the help desk representative returned he told me that since I continued to try and print in black & white after receiving the notice to purchase a color cartridge, the printer will no longer work until I purchase and install a new color cartridge. I consider this business practice, and the fact that the printer is not setup by default to enable purchasers of this printer to continue to print in black & white when the ink runs out in a color cartridge (not needed for black & white printing) to be dishonest and misleading. I called Epsons Consumer complain department and complained. I was told that if I had read detailed information about the printed on Epsons technical page before purchasing the printer, I could have avoided my problem. In other words, the company is blaming ME for the problem. This is unacceptable. I am President and CEO of a conglomerate of companies that serves over 10 MILLION customers. We would never, and I mean NEVER think of deliberately putting our customers in a similar position by avoiding problems of this type before they happen... especially since it is easy to do so. I would like to see this business practice stopped. I am not able to do this on my own. I need for the FTC to reach their hand out to meet mine. If there is anything I can do in support of remedying this situation... not just for me... but for all Epson customers... we are at your service. Sincerely, (b)(6)

(b)(6)

UPDATE: 07-29-2011 The consumer wanted to give mailing address.vscottUPDATE:08/02/2011_Consumer says that previous rep informed him that his complaint would be placed on the FTC website and resolved and he needed to know why nothing had happened.IGARCIA UPdate: 8/12/2011 Consumer sent a letter of complaint with documents and additional information. SHarewood

Complaint Info

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| CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | N |
| Complaint Info CRA Dispute Resolved | N |

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|--------------------------------------|--------------------------------------|
| Record 62 of 135 | |
| Reference Number | 32127965 |
| Created Date | 08/24/2011 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 08/24/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 08/24/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | N |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Pine Beach |
| Consumer Address, State Code | NJ |
| Consumer Address, State Name | New Jersey |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 70 - 79 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson Preinters |
| Company Address, Line 1 | Epson Qccessories Inc |
| Company Address, Line 2 | 93107 |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90809 |
| Company Address, ZIP Code Extension | 3107 |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 2764382 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | On two seperate call the person refused to transfer my call to someone in the Contential United States |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 63 of 135 | |
| Reference Number | 32459886 |
| Created Date | 08/30/2011 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098634400 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 08/30/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 08/30/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | LAKE ZURICH |
| Consumer Address, State Code | IL |
| Consumer Address, State Name | Illinois |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | New printer did not include the proper cord to connect to my PC. --- Additional Comments: I contacted them first by phone and then by e-mail and asked if they could send one to me.' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute | |

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| Resolved | | |
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|--------------------------------------|--------------------------------------|
| Record 64 of 135 | |
| Reference Number | 32555465 |
| Created Date | 09/21/2011 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 09/21/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 09/21/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | N |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | b(6) |
| Consumer Address, Line 3 | |
| Consumer Address, City | Mission |
| Consumer Address, State Code | KS |
| Consumer Address, State Name | Kansas |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, | |

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|-----------------------------------|-------------------------|
| ZIP Code Extension | b(6) |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 20 - 29 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, | |

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|--|---|
| Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9813840 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | http://www.epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |

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|---|---|
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>My complaint is that Epson includes spyware in its printer driver software. I purchased an Epson Artisan 725 printer and installed the printer drivers provided by Epson. However I noticed that every time I printed something, my firewall on my computer would alert me that the file "C:\Windows\System32\spool\drivers\x64\3\OSASOLE.EXE" would try to connect to "go.epson.com". This file is part of the Epson driver installation. I contacted Epson about this and was told that this file does indeed report usage information back to Epson. I was then given instructions on how to disable the phoning-home spyware portion of Epsons printer driver. My complaint is that I was not asked beforehand if it would be alright to collect this information. Epson installed secret spyware on my system! I was then told by Epson that the End User License Agreement (EULA) discloses this data-mining. This is another reason why EULAs for software need to be made illegal! I did NOT agree to anything before I bought the Epson printer! Why do I suddenly agree to all manner of anti-consumer terms in a "End User License Agreement" after I install the printer drivers? I CAN NOT use the printer without installing the driver! End User License Agreements allow</p> |

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| | companies of all sizes to hijack my computer for their own means, installing spyware components onto my computer as Epson did and then saying their License Agreement allows them to do whatever they want with my computer! |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|------------------------|
| Record 65 of 135 | |
| Reference Number | 32591953 |
| Created Date | 09/27/2010 |
| Complaint Source | Ohio, Attorney General |
| Originator Reference Number | 721122 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | OH01-USER |
| Entered Date | 09/27/2010 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 09/27/2010 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | WEST CHESTER |
| Consumer Address, State Code | OH |
| Consumer Address, State Name | Ohio |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | b(6) |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, | |

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|-----------------------------------|---------------------|
| Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson Rebate Center |
| Company Address, Line 1 | 20770 WESTWOOD DR |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | STRONGSVILLE |
| Company Address, State Code | OH |
| Company Address, State Name | Ohio |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |

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|--|---------------------------------------|
| Company Address, ZIP Code | 44149 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 2776187 |
| Company Phone, Extension | |
| Company Email | JENNIFER.DAVIS@RESOLVECORPORATION.COM |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Print |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$300.00 |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | \$0.00 |
| Complaint Info Product Service Code | 9000 |
| Complaint Info Product Service Description | Other (Note in Comments) |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |

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|--------------------------------------|--|
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

| | |
|--------------------------------------|--------------------------------------|
| Record 66 of 135 | |
| Reference Number | 32623562 |
| Created Date | 09/24/2011 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 09/24/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 09/24/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | N |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | b(6) |
| Consumer Address, Line 3 | |
| Consumer Address, City | Bernardsville |
| Consumer Address, State Code | NJ |
| Consumer Address, State Name | New Jersey |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | b(6) |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |

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| Consumer Work Phone, Extension | b(6) |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 65 - 69 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | |
| Company Address, Line 2 | PO Box 49415 |
| Company Address, Line 3 | |
| Company Address, City | Strongsville |
| Company Address, State Code | OH |
| Company Address, State Name | Ohio |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 44149 |
| Company Address, ZIP Code Extension | 0415 |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 2776189 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | www.epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | Customer Service |
| Complaint Info Initial Contact Method | |

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| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | Phone: 800/888 number |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDMIEC3IEC4IEC5 |
| Complaint Info Law Violation Description | Deception/Misrepresentation\Failure to Honor Warranty or Guarantee\Defective/Poor Quality\Failure to Honor Refund Policy |
| Complaint Info Statute Code | PIZZ |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP)\Magnuson-Moss Warranty Act |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>Purchased an Epson Photo Printer model 1400 on EBay.Item shipped and received from seller. I sent in a rebate form to Epson. I fully complied with all the information and documentation requested on form. Mailed in form to Epson, who sent me back a letter stating "your place of purchase is not eligible for this offer". I contacted Epson by phone and after discussing the problem with clerk, she stated she would have a supervisor contact me. After no call back for 1 week, I called again. Finally got a call back from supervisor who stated that the exclusion was based on a statement somewhere on their web site that says that EBay purchases are not eligible. I don't care what may or may not be buried on their web site. I feel that this is consumer fraud. What may or may not be on their web site is irrevelent and inmaterial.They are also refusing to honor their one year warantry. The printer has become inoperative after just over 1 month of</p> |

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| | use. They are claiming that they are not responsible for warrenty repairs, again claiming that they excluded EBay purchases somewhere on their web site.This is total nonsense. What may or may not be on their web site is not part of their warrenty or of the refund offer.I consider this non performance consumer fraud.Can you help me?I have copy of rebate form and all materials which came with the printer.(b)(6) |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

Record 67 of 135

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|--------------------------------------|-----------------|
| Reference Number | 32691260 |
| Created Date | 09/29/2011 |
| Complaint Source | FTC Call Center |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | |
| DNC? | N |
| Entered By | LGALYEAN |
| Entered Date | 09/29/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | Phone |
| Complaint Date | 09/29/2011 |
| Transaction Date | 08/01/2011 |
| Member of armed forces or dependant? | N |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Minneapolis |
| Consumer Address, State Code | MN |
| Consumer Address, State Name | Minnesota |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |

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| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | |
| Consumer Age range | 50 - 59 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | |
| Company Address, Country Name | |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 3382349 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | Margaret |
| Company Rep Middle Name | |
| Company Rep Last Name | Caldwell Ext. 8664 |
| Company Rep Salutation | |
| Company Rep Comments | Rep. |
| Complaint Info Initial Contact Method | I Initiated Contact |
| Complaint Info Initial Contact Date | 08/01/2011 |
| Complaint Info Initial Response Method | Phone: 800/888 number |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |

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| Complaint Info Amount Requested Value | \$0.00 |
| Complaint Info Amount Paid Method | Unknown |
| Complaint Info Amount Paid Value | \$180.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | IIE |
| Complaint Info Law Violation Description | Defective Product\Poor Quality |
| Complaint Info Statute Code | ZZ |
| Complaint Info Statute Description | Magnuson-Moss Warranty Act |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Consumer reports that she has an Epson printer. She reports that the new printer carteridge she bought killed the printer. She reports that the printer leaked ink into her carpet. She reports that the carteridge she bought was bad. She reports that she was told by Epson that ink builds up on the bottom, and if you tilt it, ink will leak. She reports that there should be a label stating this. Epson did not offer any solutions except to replace the carteridge. She reports the printer is not working any longer. Consumer reports this mess cost her about \$180. |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | N |
| Complaint Info CRA Dispute Resolved | N |

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|--------------------------------------|------------------------|
| Record 68 of 135 | |
| Reference Number | 32888288 |
| Created Date | 02/24/2010 |
| Complaint Source | Ohio, Attorney General |
| Originator Reference Number | 677639 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | OH01-USER |
| Entered Date | 02/24/2010 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 02/24/2010 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | GALLOWAY |
| Consumer Address, State Code | OH |
| Consumer Address, State Name | Ohio |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |

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| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson of America |
| Company Address, Line 1 | 2350 STAFFORD RD STE 16 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | PLAINFIELD |
| Company Address, State Code | IN |
| Company Address, State Name | Indiana |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 46168 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 317 |
| Company Phone, Number | 4062700 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | I Initiated Contact |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |

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| Complaint Info Amount Requested Value | \$192.14 |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | \$0.00 |
| Complaint Info Product Service Code | 9000 |
| Complaint Info Product Service Description | Other (Note in Comments) |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- Topic Description: consumer bought new printer in 2/10 and did not open it until 5/10 and it didn't work. It had been too long to return to store so ended up sending to splr and they sent back a refurbished and scratched printed. Upset because if he wanted refub. unit he could have bought that at a much lower price. Wants a new one since that is what he paid for. |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|------------------------|
| Record 69 of 135 | |
| Reference Number | 32896422 |
| Created Date | 02/01/2010 |
| Complaint Source | Ohio, Attorney General |
| Originator Reference Number | 702860 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | OH01-USER |
| Entered Date | 02/01/2010 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 02/01/2010 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | TOLEDO |
| Consumer Address, State Code | OH |
| Consumer Address, State Name | Ohio |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |

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| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson American |
| Company Address, Line 1 | 3840 KILROY AIRPORT WAY |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Phone |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |

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| Complaint Info Amount Requested Value | \$160.00 |
| Complaint Info Amount Paid Method | Cash |
| Complaint Info Amount Paid Value | \$160.00 |
| Complaint Info Product Service Code | 9000 |
| Complaint Info Product Service Description | Other (Note in Comments) |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | NOTE: In addition to the complaint notes immediately below, the Ohio Attorney General's Office provided additional information in fields whose header titles are quoted and follow the complaint notes. --- Topic Description: consumer feels the ink for her printer dries up too quickly |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 70 of 135 | |
| Reference Number | 32933946 |
| Created Date | 09/26/2011 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098640386 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 09/26/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 09/26/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | HUTTO |
| Consumer Address, State Code | TX |
| Consumer Address, State Name | Texas |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | I bought this printer in late 2005. I paid over |

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| Complaint Info Comments | <p>\$63.00 in ink for a printer that does work even after I followed their advice to fix it. ---</p> <p>Additional Comments: I would like my money reimbursed for the ink I paid for which was \$63.00. I went through half of the ink according to their product to get clean the printer. I have hardly used the printer because it took only a dozen pages of printing before it wanted more ink. I feel like my money was drained on a product that does not work efficiently. Also, I want to be reimbursed for the printer now for all of the trouble they have caused me. The printer goes for \$70.00 on Amazon. So I want \$133.00 . '</p> |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 71 of 135 | |
| Reference Number | 32933972 |
| Created Date | 09/20/2011 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098639250 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 09/20/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 09/20/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | KATY |
| Consumer Address, State Code | TX |
| Consumer Address, State Name | Texas |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | I purchased an Epson R1900 from Amazon with a Camera, and there was a manufactory rebate \$400 for a combined purchase. But I never got my \$400 back. --- Additional Comments: I need my \$400 rebate back.' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |

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| Complaint Info CRA Dispute Resolved | |
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|--------------------------------------|-----------------|
| Record 72 of 135 | |
| Reference Number | 33118594 |
| Created Date | 10/06/2011 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098642803 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 10/06/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 10/06/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | POCATELLO |
| Consumer Address, State Code | ID |
| Consumer Address, State Name | Idaho |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

| | |
|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Our printer will not work after running out of ink for the first time. Epson said they were sending new ink. However, we never received anything. --- Additional Comments: I would like Epson to assist me in getting my printer to work, or at least give me a refund on the purchase price. ' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute | |

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| Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 73 of 135 | |
| Reference Number | 33165051 |
| Created Date | 10/04/2011 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098642104 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 10/04/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 10/04/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | HATTIESBURG |
| Consumer Address, State Code | MS |
| Consumer Address, State Name | Mississippi |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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|--|---|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | My business purchased this Workforce 520 on April 6, 2011 from Epson.com. It has been replaced in June 2011 and is currently needing to be replaced --- Additional Comments: Complete refund of purchase price and one set of ink price.' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |

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| Complaint Info CRA Dispute Resolved | |
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|--------------------------------------|-----------------|
| Record 74 of 135 | |
| Reference Number | 33188021 |
| Created Date | 10/07/2011 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098643001 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 10/07/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 10/07/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | GEORGETOWN |
| Consumer Address, State Code | TX |
| Consumer Address, State Name | Texas |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Epson printer broke under warranty, they refuse to send me a replacement model that is not refurbished, even though mine was purchased new. --- Additional Comments: Give me a NEW product, not refurbished.' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |

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| Complaint Info CRA Dispute Resolved | |
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|--------------------------------------|-----------------|
| Record 75 of 135 | |
| Reference Number | 33188184 |
| Created Date | 09/30/2011 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098641593 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 09/30/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 09/30/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | FOOTHILL RANCH |
| Consumer Address, State Code | CA |
| Consumer Address, State Name | California |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | A defect in this product's firmware is essentially forcing me to throw away a perfectly good printer into the landfill. --- Additional Comments: I would like Epson to correct this problem. If a fix is not available for my model of printer, then I would like it replaced with an updated (fixed) version.' |
| Complaint Info CRA Dispute Flag | |

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| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 76 of 135 | |
| Reference Number | 33414692 |
| Created Date | 11/09/2011 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 11/09/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 11/09/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | N |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | b(6) |
| Consumer Address, Line 3 | |
| Consumer Address, City | New York |
| Consumer Address, State Code | NY |
| Consumer Address, State Name | New York |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | http://www.epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | I wonder if this is illegal. Epson markets inks for their printers through their web site and through retailers, but a series of inks, advertised as "high-capacity" is more expensive and unavailable from retail outlets. The quantities of the inks in these respective cartridges are not specified, (77 series, vs 78 series) so evaluation of their respective values is not possible. And is it illegal to withhold the high-capacity inks, with or without specifying content, from retail outlets? |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 77 of 135 | |
| Reference Number | 33628547 |
| Created Date | 11/09/2011 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098649614 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 11/09/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 11/09/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | LOS ANGELES |
| Consumer Address, State Code | CA |
| Consumer Address, State Name | California |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Consumer alleges company charged her full price for a defective machine and refuse to issue a refund. --- Additional Comments: Full and immediate refund due to multiple attempts to rectify the issue, and no resolution from the company.' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute | |

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| Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 78 of 135 | |
| Reference Number | 33645898 |
| Created Date | 05/12/2011 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098610486 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 05/12/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 05/12/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | CINCINNATI |
| Consumer Address, State Code | OH |
| Consumer Address, State Name | Ohio |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | b(6) |
| Consumer Fax, Number | b(6) |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Consumer states, What we have is a company that likes to pass the buck back and forth over and over hoping you go away. --- Additional Comments: Consumer states; Whole unit exchange Epson will ship you a replacement unit, freight prepaid. You are responsible for returning the defective product within seven working days of receipt of replacement unit. Replacement unit will be the same model or another model of equivalent features.' |

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| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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| Record 79 of 135 | |
| Reference Number | 33763978 |
| Created Date | 12/02/2011 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 12/02/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 12/02/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | N |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Lansing |
| Consumer Address, State Code | MI |
| Consumer Address, State Name | Michigan |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |

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|---------------------------------------|---|
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 60 - 64 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America Inc |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9813840 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | http://www.epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |

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| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>It has come to my attention that Epson printers have an internal counter that causes them to stop working after a certain number of years of use. This event is proceeded by the printer putting warning pop ups on the screen that "Some internal parts are at the end of their service life. Service this printer soon." When my printer did this, I found a web site that provided a free ware utility to reset the counter, at http://www.sscig.comepsone.shtml. When I downloaded this utility, and used it to reset the counter, the printer began to work properly again as if nothing had ever happened. I really dont think that its right that they should be building "kill codes" into their machines.</p> |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 80 of 135 | |
| Reference Number | 33877628 |
| Created Date | 11/22/2011 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098652380 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 11/22/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 11/22/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | EDGER |
| Consumer Address, State Code | NJ |
| Consumer Address, State Name | New Jersey |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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|--|---|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | They charge me for a replacement printer that i never got since they didn't post received the faulty printer --- Additional Comments: i want the printer to be replaced and i don't want to pay for something i never got ' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |

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| Complaint Info CRA Dispute Resolved | |
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|--------------------------------------|-----------------|
| Record 81 of 135 | |
| Reference Number | 33907825 |
| Created Date | 11/18/2011 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098651536 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 11/18/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 11/18/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | APO |
| Consumer Address, State Code | AE |
| Consumer Address, State Name | APO EUROPE |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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|--|---|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Additional Comments: I would like a refund for both printers. One for the hold that was placed on my credit card for the replacement printer - which ended up being malfunctioned anyway, and another refund for the printer that was initially purchased before I was sent to Germany since it was covered under the 1 year warranty at the time of my call for a replacement printer. ' |
| Complaint Info CRA Dispute | |

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| Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 82 of 135 | |
| Reference Number | 34054364 |
| Created Date | 12/02/2011 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098654123 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 12/02/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 12/02/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | MORRISTOWN |
| Consumer Address, State Code | AZ |
| Consumer Address, State Name | Arizona |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Bait and switch advertising -- merchandise offered but unavailable for sale --- Additional Comments: I want this item at the advertised price, and I want it in time for Christmas.' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute | |

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| Resolved | | |
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|--------------------------------------|-----------------|
| Record 83 of 135 | |
| Reference Number | 34054432 |
| Created Date | 12/02/2011 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098654223 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 12/02/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 12/02/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | OREGON |
| Consumer Address, State Code | OH |
| Consumer Address, State Name | Ohio |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | b(6) |
| Consumer Fax, Number | b(6) |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Epson offered a deal for refurb printers for \$19 for 24 hrs. online Site down all day. Phone order down, 10 min after calling, site states sold out. --- Additional Comments: Honor original deal of refurb printer/or similar for \$19! |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |

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| Complaint Info CRA Dispute Resolved | |
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|--------------------------------------|--------------------------------------|
| Record 84 of 135 | |
| Reference Number | 34231828 |
| Created Date | 12/31/2011 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 12/31/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 12/31/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | N |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | San Diego |
| Consumer Address, State Code | CA |
| Consumer Address, State Name | California |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

| | |
|--|-------------------------|
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 562 |
| Company Phone, Number | 9813840 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | www.epson.com |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Internet/E-mail |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | Internet/E-mail |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Epson has programmed its printers to not allow the use of cartridges from sources other than Epson. The printers are programmed to allow a few pages of print and then an "error" message claiming "cant recognize cartridge". There is nothing wrong with the off-brand cartridges but the printer will claim that there is. I have tested this numerous times with several printers and the result is the same: a false initial acceptance and after 10 pages an "error" message even though the printer used the cartridge successfully just moments before. This practice is anti-competitive and illegal. Epson cannot exclude another cartridge simply because it is not Epson. I want something done about this as Epson has defrauded thousands with this practice. |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|--------------------------------------|
| Record 85 of 135 | |
| Reference Number | 34231972 |
| Created Date | 12/31/2011 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 12/31/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | Internet |
| Complaint Date | 12/31/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | N |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | San Diego |
| Consumer Address, State Code | CA |
| Consumer Address, State Name | California |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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|--|-------------------------|
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 50 - 59 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | Long Beach |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | 562981384 |
| Company Phone, Extension | 3840 |
| Company Email | |
| Company Website | www.epson.com |
| Company Rep First Name | support people |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Internet/E-mail |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | Internet/E-mail |

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| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDM |
| Complaint Info Law Violation Description | Deception/Misrepresentation |
| Complaint Info Statute Code | P |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP) |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | <p>Epson has programmed its printers to reject cartridges from any source other than Epson. Secondary market cartridges are initially accepted by the machines but shortly (after a few pages of print) the printer reports an error "cant recognize cartridge." It is patently ridiculous that the printer cant "recognize" a cartridge it just used, but further printing stops. The programming is a subterfuge for rejecting cartridges simply because they are not Epson new cartridges, not because they are deficient. The subterfuge attempts to evade the accusation of restraint of trade and anti-competitive practice, but it is such in any case. I have tested repeatedly several different printers with the same result. There is no documentation of this practice from Epson and the "error" message as such is a lie and a fraud. Consumers have a right to select cartridges for their printers if they are proper cartridges for the machine (as they are) they cannot be excluded simply because Epson didnt sell them. I insist that some agency of the government enjoin Epson from this practice and I will also seek restitution for a class of consumers defrauded by the company in this regard.</p> |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute | |

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| Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 86 of 135 | |
| Reference Number | 34301218 |
| Created Date | 12/08/2011 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098655493 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 12/08/2011 |
| Updated By | BBBCOCA-USER |
| Updated Date | 03/04/2012 |
| Agency Contact | External Agency |
| Complaint Date | 12/08/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6)ll |
| Consumer Middle Name | ll |
| Consumer Last Name | b(6)lb(6)lb(6) |
| Consumer Address, Line 1 | b(6)ll |
| Consumer Address, Line 2 | ll |
| Consumer Address, Line 3 | ll |
| Consumer Address, City | SAN FRANCISCOll |
| Consumer Address, State Code | CAll |
| Consumer Address, State Name | Californiall |
| Consumer Address, Country Code | USAll |
| Consumer Address, Country Name | UNITED STATESll |
| Consumer Address, ZIP Code | b(6)ll |
| Consumer Address, ZIP Code Extension | ll |
| Consumer Home Phone, Country Code | ll |
| Consumer Home Phone, Area Code | ll |
| Consumer Home Phone, Number | ll |
| Consumer Work Phone, Country | |

| | |
|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | b(6) |
| Consumer Fax, Number | b(6) |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

| | |
|--|--|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Printer deceptively doesn't recognize ink. Customer service agent admitted that ink purchased in march automatically expires even with ink remaining. --- Additional Comments: Allow printers to work without smart chips, so that it will continue to print full ink, or replace my unused ink every 6 months.' |
| Complaint Info CRA Dispute Flag | |

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| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 87 of 135 | |
| Reference Number | 34325375 |
| Created Date | 01/05/2012 |
| Complaint Source | FTC Call Center |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | |
| DNC? | N |
| Entered By | SPARRISH |
| Entered Date | 01/05/2012 |
| Updated By | SPARRISH |
| Updated Date | 01/05/2012 |
| Agency Contact | Phone |
| Complaint Date | 01/05/2012 |
| Transaction Date | 01/01/2011 |
| Member of armed forces or dependant? | N |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | Chicago |
| Consumer Address, State Code | IL |
| Consumer Address, State Name | Illinois |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | b(6) |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |

| | |
|---------------------------------------|---------|
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 50 - 59 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson |
| Company Address, Line 1 | |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | |
| Company Address, Country Name | |
| Company Address, ZIP Code | |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | |
| Company Website | |
| Company Rep First Name | |
| Company Rep Middle Name | |
| Company Rep Last Name | |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | Unknown |

| | |
|--|--|
| Complaint Info Initial Contact Date | 01/01/2011 |
| Complaint Info Initial Response Method | Unknown |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | \$0.00 |
| Complaint Info Amount Paid Method | Unknown |
| Complaint Info Amount Paid Value | \$0.00 |
| Complaint Info Product Service Code | 0332 |
| Complaint Info Product Service Description | Computers: Equipment\Software |
| Complaint Info Law Violation Code | DDMIIE |
| Complaint Info Law Violation Description | Deception/Misrepresentation\Defective Product\Poor Quality |
| Complaint Info Statute Code | P\ZZ |
| Complaint Info Statute Description | FTC Act Sec 5 (BCP)\Magnuson-Moss Warranty Act |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Consumer has complaints against Epson, regarding his printer, model #: NX-420, which he purchased a year ago. There is an alert that comes on informing him that his ink cartridge is low and needs to be replaced, however he can clearly see that there is still ink left and none of his recent pages have had faded ink. |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | N |
| Complaint Info CRA Dispute Resolved | N |

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|--------------------------------------|-----------------|
| Record 88 of 135 | |
| Reference Number | 34356638 |
| Created Date | 12/20/2011 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098657423 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 12/20/2011 |
| Updated By | BBBCOCA-USER |
| Updated Date | 03/04/2012 |
| Agency Contact | External Agency |
| Complaint Date | 12/20/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6)ll |
| Consumer Middle Name | ll |
| Consumer Last Name | b(6)lb(6)lb(6) |
| Consumer Address, Line 1 | b(6)ll |
| Consumer Address, Line 2 | ll |
| Consumer Address, Line 3 | ll |
| Consumer Address, City | FORT ATKINSONll |
| Consumer Address, State Code | WIll |
| Consumer Address, State Name | Wisconsinll |
| Consumer Address, Country Code | USAll |
| Consumer Address, Country Name | UNITED STATESll |
| Consumer Address, ZIP Code | ll |
| Consumer Address, ZIP Code Extension | ll |
| Consumer Home Phone, Country Code | ll |
| Consumer Home Phone, Area Code | ll |
| Consumer Home Phone, Number | ll |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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|--|--|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | I received an email from Epson advertising "25% OFF ALL EPSON PHOTO SCANNERS". Epson would not give me the 25% off when I wanted to place my order. --- Additional Comments: Honor Deal 8 - "25% OFF ALL EPSON PHOTO SCANNERS" along with the free ground shipping on orders \$125 or more.' |
| Complaint Info CRA Dispute | |

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| Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|------------------|
| Record 89 of 135 | |
| Reference Number | 34849797 |
| Created Date | 01/03/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098660329 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 01/03/2012 |
| Updated By | BBBCOCA-USER |
| Updated Date | 03/04/2012 |
| Agency Contact | External Agency |
| Complaint Date | 01/03/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6)ll |
| Consumer Middle Name | ll |
| Consumer Last Name | b(6)lb(6)lb(6) |
| Consumer Address, Line 1 | b(6)ll |
| Consumer Address, Line 2 | ll |
| Consumer Address, Line 3 | ll |
| Consumer Address, City | STANTONSBURGll |
| Consumer Address, State Code | NCll |
| Consumer Address, State Name | North Carolinall |
| Consumer Address, Country Code | USAll |
| Consumer Address, Country Name | UNITED STATESll |
| Consumer Address, ZIP Code | b(6)ll |
| Consumer Address, ZIP Code Extension | ll |
| Consumer Home Phone, Country Code | ll |
| Consumer Home Phone, Area Code | ll |
| Consumer Home Phone, Number | ll |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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|--|---|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | Purchased a printer, 3 months later the fax |

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| Complaint Info Comments | <p>function failed. Replacement printer arrived with out software and it was refurbished. ---</p> <p>Additional Comments: Full refund. We thought a one-year warranty was good for one year, not the limited 30 day coverage they indicated is actually policy. We were not informed we would be receiving a refurbished machine and had we initially known we would have refused replacement and spoken to Apple about a possible refund, which they might have considered if we had the original printer purchased. '</p> |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 90 of 135 | |
| Reference Number | 35188737 |
| Created Date | 01/18/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098664311 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 01/18/2012 |
| Updated By | BBBCOCA-USER |
| Updated Date | 04/11/2012 |
| Agency Contact | External Agency |
| Complaint Date | 01/18/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | PHILADELPHIA |
| Consumer Address, State Code | PA |
| Consumer Address, State Name | Pennsylvania |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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|--|--|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Epson sent out an email today promoting a storewide sale on business materials including ink, however, professional materials are not included. --- Additional Comments: Epson can stop sending out misleading emails and wasting my time. I feel like itaposs a bait and switch scam. ' |
| Complaint Info CRA Dispute Flag | |

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| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 91 of 135 | |
| Reference Number | 35188834 |
| Created Date | 02/08/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098669417 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 02/08/2012 |
| Updated By | BBBCOCA-USER |
| Updated Date | 04/11/2012 |
| Agency Contact | External Agency |
| Complaint Date | 02/08/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | NEW YORK |
| Consumer Address, State Code | NY |
| Consumer Address, State Name | New York |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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|--|---|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | I do not have the new printer back as I was promised. --- Additional Comments: Send the new printer.' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 92 of 135 | |
| Reference Number | 35188844 |
| Created Date | 01/24/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098665803 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 01/24/2012 |
| Updated By | BBBCOCA-USER |
| Updated Date | 04/11/2012 |
| Agency Contact | External Agency |
| Complaint Date | 01/24/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | FRANKLIN |
| Consumer Address, State Code | IN |
| Consumer Address, State Name | Indiana |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | b(6) |
| Consumer Fax, Number | b(6) |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | Purchased a refurbished printer from Epson |

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| Complaint Info Comments | <p>directly, received the unit which did not function, I exchanged unit, and received a 2nd unit not working --- Additional Comments: I would like Epson to send a functioning unit, since refurbished units clearly are not up to standard, yet they are selling them I believe they should replace with a new unit as this printer is used in a primary business and I have not been able to conduct business due to printer not working. I feel as if I have been very patient as I purchased this printer nearly a month ago and have yet to be able to use it. '</p> |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

| | |
|--------------------------------------|-----------------|
| Record 93 of 135 | |
| Reference Number | 35225486 |
| Created Date | 01/20/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098665158 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 01/20/2012 |
| Updated By | BBBCOCA-USER |
| Updated Date | 04/11/2012 |
| Agency Contact | External Agency |
| Complaint Date | 01/20/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | CARY |
| Consumer Address, State Code | NC |
| Consumer Address, State Name | North Carolina |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

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|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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|--|---|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | This printer company has intentionally designed |

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| Complaint Info Comments | the product so that customers MUST buy color ink even if only intending to buy and use black ink. --- Additional Comments: I would like Epson America to stop manufacturing printers that cease to print when any of the color ink cartridges are exhausted. Epson America should also provide me with a reasonable supply of color ink for my Workforce 520 so that I can continue to buy and use black ink for my print jobs. Epson America should offer a reasonable solution for the many unhappy customers this issue is creating.' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|-----------------|
| Record 94 of 135 | |
| Reference Number | 35225513 |
| Created Date | 01/12/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098663056 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 01/12/2012 |
| Updated By | BBBCOCA-USER |
| Updated Date | 04/11/2012 |
| Agency Contact | External Agency |
| Complaint Date | 01/12/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | NEW YORK |
| Consumer Address, State Code | NY |
| Consumer Address, State Name | New York |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

| | |
|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

| | |
|--|---|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | The projector has malfunctioned two different times and the solution provided by Epson is not fair or acceptable. --- Additional Comments: I would like the projector replaced with a new Home Cinema 8350' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |

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| Complaint Info CRA Dispute Resolved | |
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|--------------------------------------|-------------------|
| Record 95 of 135 | |
| Reference Number | 35684599 |
| Created Date | 01/10/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098662581 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 01/10/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 01/10/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6)ll |
| Consumer Middle Name | ll |
| Consumer Last Name | b(6)lb(6)lb(6) |
| Consumer Address, Line 1 | b(6)ll |
| Consumer Address, Line 2 | ll |
| Consumer Address, Line 3 | ll |
| Consumer Address, City | DOWNSVIEWll |
| Consumer Address, State Code | ONll |
| Consumer Address, State Name | Ontario, Canadall |
| Consumer Address, Country Code | CANll |
| Consumer Address, Country Name | CANADAll |
| Consumer Address, ZIP Code | ll |
| Consumer Address, ZIP Code Extension | ll |
| Consumer Home Phone, Country Code | ll |
| Consumer Home Phone, Area Code | ll |
| Consumer Home Phone, Number | ll |
| Consumer Work Phone, Country | |

| | |
|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

| | |
|--|---|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | -Purchased new from Fortune Computers, store front refused exchange on defective model. - Manf warranty charges \$173 hold on CC to replace, no refunds --- Additional Comments: Refund. In store Credit' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |

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| Complaint Info CRA Dispute Resolved | |
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|--------------------------------------|-----------------|
| Record 96 of 135 | |
| Reference Number | 35687670 |
| Created Date | 12/27/2011 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098658794 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 12/27/2011 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 12/27/2011 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6)ll |
| Consumer Middle Name | ll |
| Consumer Last Name | b(6)lb(6)lb(6) |
| Consumer Address, Line 1 | b(6)ll |
| Consumer Address, Line 2 | ll |
| Consumer Address, Line 3 | ll |
| Consumer Address, City | CAMDENll |
| Consumer Address, State Code | MEll |
| Consumer Address, State Name | Mainell |
| Consumer Address, Country Code | USAll |
| Consumer Address, Country Name | UNITED STATESll |
| Consumer Address, ZIP Code | ll |
| Consumer Address, ZIP Code Extension | ll |
| Consumer Home Phone, Country Code | ll |
| Consumer Home Phone, Area Code | ll |
| Consumer Home Phone, Number | ll |
| Consumer Work Phone, Country | |

| | |
|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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|--|---|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | No driver to use Epson Expressions Professional Scanner with iMac Lion Operating System, making my scanner useless. --- Additional Comments: Produce a driver in a timely manner to enable me to use my scanner or supply me with a professional flatbed scanner that does have a driver available of at least equivalent quality to my current scanner.' |
| Complaint Info CRA Dispute | |

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|---|--|
| Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|---|---|
| Record 97 of 135 | |
| Reference Number | 36125448 |
| Created Date | 03/23/2012 |
| Complaint Source | FTC Online Complaint Assistant (CIS) |
| Originator Reference Number | |
| Language | English |
| Contact Type | Complaint |
| Data Source | Consumer |
| DNC? | N |
| Entered By | FTCCIS-FTCUSER |
| Entered Date | 03/23/2012 |
| Updated By | CRSS\rmiller |
| Updated Date | 03/27/2012 |
| Agency Contact | Internet |
| Complaint Date | 03/23/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | N |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | SKOPJE AERODROM |
| Consumer Address, State Code | |
| Consumer Address, State Name | |
| Consumer Address, Country Code | MKD |
| Consumer Address, Country Name | MACEDONIA, THE FORMER YUGOSLAV REPUBLIC OF |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | b(6) |
| Consumer Work Phone, Country Code | |
| Consumer Work Phone, Area Code | |
| Consumer Work Phone, Number | |
| Consumer Work Phone, Extension | |

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|---------------------------------------|---|
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | 30 - 39 |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Digit Computer Engineering. © 2012 Seiko Epson Corporation. |
| Company Address, Line 1 | Bul. Partizanski Odredi |
| Company Address, Line 2 | 62 Vlez II mezanin |
| Company Address, Line 3 | |
| Company Address, City | Skopie |
| Company Address, State Code | |
| Company Address, State Name | |
| Company Address, Country Code | MKD |
| Company Address, Country Name | MACEDONIA, THE FORMER YUGOSLAV REPUBLIC OF |
| Company Address, ZIP Code | 1000 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | |
| Company Phone, Number | 0038923093393 |
| Company Phone, Extension | |
| Company Email | |
| Company Website | http://www.digit.net.mk/ |
| Company Rep First Name | Angel |
| Company Rep Middle Name | |
| Company Rep Last Name | Bardarski |
| Company Rep Salutation | |
| Company Rep Comments | CEO |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response | |

| | |
|--|---|
| Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 9000 |
| Complaint Info Product Service Description | Other (Note in Comments) |
| Complaint Info Law Violation Code | GP5 |
| Complaint Info Law Violation Description | Other privacy violation |
| Complaint Info Statute Code | GP |
| Complaint Info Statute Description | General Privacy |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Breach of privacy.. PS9000: Copyright © 2012 Seiko Epson Corporation. All rights reserved. Other-Other Update |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

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|--------------------------------------|----------------------|
| Record 98 of 135 | |
| Reference Number | 36614295 |
| Created Date | 02/24/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098673599 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 02/24/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 02/24/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | WASHINGTON |
| Consumer Address, State Code | DC |
| Consumer Address, State Name | District of Columbia |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

| | |
|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

| | |
|--|--|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Product issues. --- Additional Comments: All I want is for them to send me a replacement machine and for them to not waste my time on the phone anymore. I want the Epson Perfection 4990 photo machine shipped over night to my office. I don't want to pay shipping and handling. They have wasted enough of my time and money making me wait on the phone.' |
| Complaint Info CRA Dispute | |

| | |
|---|--|
| Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

| | |
|--------------------------------------|-----------------|
| Record 99 of 135 | |
| Reference Number | 36617365 |
| Created Date | 02/21/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098672334 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 02/21/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 02/21/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | GALION |
| Consumer Address, State Code | OH |
| Consumer Address, State Name | Ohio |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

| | |
|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

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|--|---|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | I think the WorkForce 520 is a cheap All-In One machine. --- Additional Comments: Offer customers their money back' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute Resolved | |

| | |
|--------------------------------------|-----------------|
| Record 100 of 135 | |
| Reference Number | 36617424 |
| Created Date | 02/22/2012 |
| Complaint Source | BBB CA Colton |
| Originator Reference Number | 11760098672553 |
| Language | English |
| Contact Type | Complaint |
| Data Source | Organization |
| DNC? | N |
| Entered By | BBBCOCA-USER |
| Entered Date | 02/22/2012 |
| Updated By | |
| Updated Date | |
| Agency Contact | External Agency |
| Complaint Date | 02/22/2012 |
| Transaction Date | |
| Member of armed forces or dependant? | |
| Consumer First Name | b(6) |
| Consumer Middle Name | |
| Consumer Last Name | b(6) |
| Consumer Address, Line 1 | b(6) |
| Consumer Address, Line 2 | |
| Consumer Address, Line 3 | |
| Consumer Address, City | GREENSBORO |
| Consumer Address, State Code | NC |
| Consumer Address, State Name | North Carolina |
| Consumer Address, Country Code | USA |
| Consumer Address, Country Name | UNITED STATES |
| Consumer Address, ZIP Code | b(6) |
| Consumer Address, ZIP Code Extension | |
| Consumer Home Phone, Country Code | |
| Consumer Home Phone, Area Code | |
| Consumer Home Phone, Number | |
| Consumer Work Phone, Country | |

| | |
|-------------------------------------|---|
| Code | |
| Consumer Work Phone, Area Code | b(6) |
| Consumer Work Phone, Number | b(6) |
| Consumer Work Phone, Extension | |
| Consumer Fax, Country Code | |
| Consumer Fax, Area Code | |
| Consumer Fax, Number | |
| Consumer Cell Phone, Country Code | |
| Consumer Cell Phone, Area Code | |
| Consumer Cell Phone, Number | |
| Consumer Email | b(6) |
| Consumer Age range | |
| Consumer Military Status | |
| Consumer Military Station | |
| Consumer Complaining Company/Org | |
| Consumer Military Service Branch | |
| Company Name | Epson America, Inc. |
| Company Address, Line 1 | 3840 Kilroy Airport Way, MS 6-40 |
| Company Address, Line 2 | |
| Company Address, Line 3 | |
| Company Address, City | LONG BEACH |
| Company Address, State Code | CA |
| Company Address, State Name | California |
| Company Address, Country Code | USA |
| Company Address, Country Name | UNITED STATES |
| Company Address, ZIP Code | 90806 |
| Company Address, ZIP Code Extension | |
| Company Phone, Country Code | |
| Company Phone, Area Code | 800 |
| Company Phone, Number | 8737766 |
| Company Phone, Extension | |
| Company Email | tammy_nolan@ea.epson.com |
| Company Website | http://www.epson.com/cgi-bin/Store/index.jsp |

| | |
|--|--|
| Company Rep First Name | John |
| Company Rep Middle Name | |
| Company Rep Last Name | Lang |
| Company Rep Salutation | |
| Company Rep Comments | |
| Complaint Info Initial Contact Method | |
| Complaint Info Initial Contact Date | |
| Complaint Info Initial Response Method | |
| Complaint Info Initial Response Date | |
| Complaint Info Amount Requested Method | |
| Complaint Info Amount Requested Value | |
| Complaint Info Amount Paid Method | |
| Complaint Info Amount Paid Value | |
| Complaint Info Product Service Code | 3700 |
| Complaint Info Product Service Description | Office Supplies and Services |
| Complaint Info Law Violation Code | |
| Complaint Info Law Violation Description | |
| Complaint Info Statute Code | |
| Complaint Info Statute Description | |
| Complaint Info Topic Code | |
| Complaint Info Topic Description | |
| Complaint Info Comments | Unfair business practice --- Additional Comments: 1. Discontinue this abhorrent practice. 2. Send me new cartridges at no cost. I can return the old cartridges on request.' |
| Complaint Info CRA Dispute Flag | |
| Complaint Info CRA Dispute Responded | |
| Complaint Info CRA Dispute | |

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| Resolved | | |
|----------|--|--|

As a Consumer Sentinel Network member, you must properly protect any information printed, downloaded, or otherwise removed from the Network as stated in OMB Memo M-06-16. Please delete or destroy this information within 90 days unless its use is still required for law enforcement purposes. When destroying the information you should burn, pulverize, or shred the information saved in paper format and destroy or erase information that has been saved electronically so that it cannot practicably be read or reconstructed. Proper erasure of electronic information must include the overwriting or "wiping" of the information from the electronic media on which it is stored.

...
Provided by the Federal Trade Commission